SOLICITATION, OFFER AND AWARD		RATING D0-C9	PAGE 1 OF

2. CONTRACT NO.	3. SOLICITATION NO.	4. TYPE OF SOLICITATION	5. DATE ISSUED	6. REQUISITION/PURCHASE NO.
NNM11AA02C	NNM10277065R	☐ SEALED BID (IFB) ☒ NEGOTIATED (RFP)	02/01/2011	

7. ISSUED BY	CODE	8. ADDRESS OFFER TO *(If other than Item 7)*
National Aeronautics & Space Administration George C. Marshall Space Flight Center Office of Procurement Marshall Space Flight Center, AL 35812		NASA/George C. Marshall Space Flight Center NEACC Building 600a Attn: Vann R. Jones/ PS30/IS60 Huntsville, AL 35812 (256) 961-1625

NOTE: In sealed bid solicitations "offer" and "offeror" mean "bid" and "bidder"

SOLICITATION

9. Sealed offers for furnishing the supplies or services in the Schedule will be received at the place specified in Item 8, or if hand carried, in the depository located in **see Block 8** until 1:00 **pm** local time, **see Provision L.27.**
CAUTION - LATE Submissions, Modifications, and Withdrawals: See Section L, Provision No. 52.214-7 or 52.215-1. All offers are subject to all terms and conditions contained in this solicitation.

10. FOR INFORMATION CALL:	A. NAME	B. TELEPHONE NO. *(NO COLLECT CALLS)* AREA CODE	NUMBER	EXT.	C. EMAIL ADDRESS
	Vann R. Jones	(256)	961-1625	N/A	Vann.Jones@nasa.gov

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(X)	SEC.	DESCRIPTION	PAGE(S)	(X)	SEC.	DESCRIPTION	PAGE(S)
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☒	F	DELIVERIES OR PERFORMANCE	6			OTHER STATEMENTS OF OFFERORS	
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OFFER *(Must be fully completed by offeror)*

Item 12 does not apply if the solicitation includes the provisions at 52.214-16, Minimum Bid Acceptance Period.

In compliance with the above, the undersigned agrees, if this offer is accepted within 270 calendar days *(60 calendar days unless a different period is inserted by the offeror)* from the date for receipt of offers specified above, to furnish any or all items upon which prices are offered at the price set opposite each item, delivered at the designated point(s), within the time specified in the schedule.

13. DISCOUNT FOR PROMPT PAYMENT *(See Section I, clause No. 52-232-8)*	10 CALENDAR DAYS	20 CALENDAR DAYS	30 CALENDAR DAYS	CALENDAR DAYS
	0 %	0 %	0 %	0 %

14. ACKNOWLEDGMENT OF AMENDMENTS *(The offeror acknowledges receipt of amendments to the SOLICITATION).* For offerors and related documents numbered and dated:	AMENDMENT NO	DATE	AMENDMENT NO	DATE
	001	26 January 2010	005	19 February 2010
	002	8 February 2010	006	2 March 2010
	003	12 February 2010	007	02 March 2010
	004	17 February 2010		

15. NAME AND ADDRESS OF OFFEROR	CODE	5WYN7	FACILITY	16. NAME AND TITLE OF PERSON AUTHORIZED TO SIGN OFFER *(Type or print)*
Science Applications International Corporation 300 Voyager Way, Huntsville, AL 35806				J. Lynn Oakes, Vice President Business Unit Director of Contracts

15B. TELEPHONE NO. *(Include area code)*	15C. CHECK IF REMITTANCE ADDRESS IS DIFFERENT FROM ABOVE – ENTER ☒ SUCH ADDRESS IN SCHEDULE	17. SIGNATURE	18. OFFER DATE
(256) 890-3020	☒	J. Lynn Oakes	23 September 2010

AWARD *(To be completed by Government)*

19. ACCEPTED AS TO ITEMS NUMBERED	20. AMOUNT	21. ACCOUNTING AND APPROPRIATION

22. AUTHORITY FOR USING OTHER THAN FULL AND OPEN COMPETITION ☐ 10 U.S.C. 2304(c) ( ) ☐ 41 U.S.C. 253(c) ( )	23. SUBMIT INVOICES TO ADDRESS SHOWN IN: *(4 copies unless otherwise specified)*	ITEM CLAUSE G-2
24. ADMINISTERED BY *(If other than Item 7)* CODE	25. PAYMENT WILL BE MADE BY CODE	

26. NAME OF CONTRACTING OFFICER *(Type or print)*	27. UNITED STATES OF AMERICA	28. AWARD DATE
Harry B. Craig APPROVED	Harry B. Craig *(Signature of Contracting Officer)*	Oct 28, 2010

IMPORTANT – Award will be made on this Form, or on Standard Form 26, or by other authorized official written notice.

NSN 7540-01-152-8064
PREVIOUS EDITION NOT USABLE

33-133

STANDARD FORM 33 (REV. 9-97)
Prescribed by GSA
FAR (48 CFR) 53.214(c)

Byron W. Butler
PROCUREMENT OFFICER 10/28/2010

ENTERPRISE APPLICATIONS SERVICE TECHNOLOGIES (EAST)
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PART I – THE SCHEDULE

SECTION B - SUPPLIES OR SERVICES AND PRICES/COSTS

B.1 FIRM FIXED PRICE (FFP) / INDEFINITE DELIVERY/INDEFINITE QUANTITY (ID/IQ)

The Contractor shall provide all resources (except as may be expressly set forth in this contract as furnished by the GOVERNMENT) necessary to furnish the services delineated in the Performance Work Statement (PWS), Attachment **J-1**, for the work entitled "Enterprise Applications Service Technologies (EAST)". The work will be performed under a Firm-Fixed Price (FFP) type contract arrangement, with an Indefinite Delivery/ Indefinite Quantity (ID/IQ) component for all contract years. Performance shall be evaluated in accordance with Attachment **J-4**, *Service Level Standards***.**

NEACC Applications Maintenance Services
(CLINs 1, 6, and 11)

Applications Maintenance services have been identified in advance and shall include all services described in PWS section 3.1, as well as all supporting functions delineated in PWS sections 2.0 and 5.0 for which a Firm-Fixed Price has been established.

NEACC Applications Enhancement Services
(CLINs 2, 3, 4, 7, 8, 9, 12, 13 and 14)

Applications Enhancement services are those services that are required to enhance existing applications described in PWS section 3.2, as well as supporting functions delineated in PWS section 5.0. While not specifically identified in advance, these services shall be provided within clearly delineated performance bands for which a Firm-Fixed Price has been established.

Indefinite Delivery/Indefinite Quantity Work in support of NEACC Factory
(CLINs 5, 10, and 15)

In addition to the NEACC Factory service requirements delineated in this contract, ID/IQ work identified in PWS 4.0 may also be performed. The GOVERNMENT may order ID/IQ services at any time after contract start, in accordance with the procedures set forth in Clauses **H.24**, *Task Ordering Procedures*, **H.25**, *Supplemental Task Ordering Procedures for EAST***,** and FAR 52.216-18 (Section **I**) of this contract.

In performing these services, the Contractor shall provide all required labor, based on the rates defined in Attachment **J-5A**, *EAST ID/IQ Labor Rate Schedule*, materials, travel, and other direct costs (ODCs) as delineated in the individual Task Order proposals. For each Task Order awarded, specific performance evaluation criteria, including delivery milestones and schedule milestones, will be established.

(End of Clause)

B.2 MATRIX OF CONTRACT LINE ITEMS (CLINS) AND CONTRACT VALUE

In order to separately track Price and Funding allotted, separate CLINS have been established as follows. Contract options will be exercised at the GOVERNMENT's discretion based on programmatic needs and in accordance with Clause **F.7**, *Option To Extend* and Clause **F.8**, *Option For Increased Quantity*.

Table B.2A – Matrix of CLINs and Contract Value

CLIN	PERIOD COVERED	DESCRIPTION	PWS SECTION	Price	Option Status
	BASE PERIOD				
1	02/01/11-01/31/13 **Base Period**	Applications Maintenance & Applications Enhancement	2.0, 3.0 and 3.1	$	N/A
2	02/01/11-01/31/13 **Base Period**	Applications Enhancement	3.0, 3.1 and 3.2	$	N/A
3	02/01/11-01/31/13 **Base Period**	Option A To Increase Quantity	3.2	**See Attachment J-5B**	N/A
4	02/01/11-01/31/13 **Base Period**	Option B To Increase Quantity	3.2	**See Attachment J-5B**	N/A
5	02/01/11-01/31/13 **Base Period/ ID/IQ**	ID/IQ Summation of Task Order Values	4	**$0** See Note 2	N/A
16		SW Maintenance	5	$	N/A
	TOTAL BASE PERIOD			$	
	OPTION PERIOD 1				
6	02/01/13-01/31/15 **Option 1**	Applications Maintenance & Applications Enhancement	2.0, 3.0 and 3.1	$	Exercised
7	02/01/13-01/31/15 **Option 1**	Applications Enhancement	3.0, 3.1 and 3.2	-	Unexercised
8	02/01/13-01/31/15 **Option 1**	Option C To Increase Quantity	3.2	**See Attachment J-5B**	Unexercised
9	02/01/13-01/31/15 **Option 1**	Option D To Increase Quantity	3.2	**See Attachment J-5B**	Unexercised
10	02/01/13-01/31/15 **Option 1 ID/IQ**	ID/IQ Summation of Task Order Values	4	**$0** See Note 2	Exercised
17		SW Maintenance	5	**$**	Exercised
	TOTAL OPTION 1			**$**	
	OPTION PERIOD 2				
11	02/01/15-01/31/16 **Option 2**	Applications Maintenance & Applications Enhancement	2.0, 3.0 and 3.1	$	Unexercised
12	02/01/15-01/31/16 **Option 2**	Applications Enhancement	3.0, 3.1 and 3.2	-	Unexercised
13	02/01/15-01/31/16 **Option 2**	Option E To Increase Quantity	3.2	**See Attachment J-5B**	Unexercised
14	02/01/15-01/31/16 **Option 2**	Option F To Increase Quantity	3.2	**See Attachment J-5B**	Unexercised
15	02/01/15-01/31/16 **Option 2 ID/IQ**	ID/IQ Summation of Task Order Values	4	**$0** See Note 2	Unexercised
18		SW Maintenance	5	**$**	Unexercised
	TOTAL OPTION 2			$	
	TOTAL PRICE	EXERCISED ONLY		**$**	
	TOTAL PRICE	ALL OPTIONS		$	

NOTE 1: Both PWS sections 3.1 and 3.2 include PWS section 5.0 Delivery Functions.

NOTE 2: As ID/IQ Task Orders are issued under this contract in accordance with Clause **B.8**, the contract will be periodically updated to reflect the current task order summation value.

(End of Clause)

B.3 FIRM FIXED PRICE (FFP)

1) The total firm fixed price for this contract, as delineated in Table **B.2A** is **$**.
This price is inclusive of: **CLINs 1 and 2** as well as any period of performance options exercised. In addition, this price is inclusive of exercised Option to Increase Quantity CLINs: **TBD**.

2) In accordance with Clause **F.8**, *Option For Increased Quantity,* Options A - F below provide the firm fixed price for any increase in quantity to PWS 3.0 in accordance with the terms of Clause **F.8**.

   a) **Option A (CLIN 3) -** EAST PWS 3.0 Band Option Price Schedule (Base Period-Feb 1, 2011 – Jan 31, 2013). The price for this option shall be the value corresponding to the month in which it is exercised as specified in Attachment **J-5B**.

   b) **Option B (CLIN 4) -** EAST PWS 3.0 Band Option Price Schedule (Base Period- Feb 1, 2011 – Jan 31, 2013). The price for this option shall be the value corresponding to the month in which it is exercised as specified in Attachment **J-5B**.

   c) **Option C (CLIN 8) -** EAST PWS 3.0 Band Option Price Schedule (Option Period 1- Feb 1, 2013 – Jan 31, 2015). The price for this option shall be the value corresponding to the month in which it is exercised as specified in Attachment **J-5B**.

   d) **Option D (CLIN 9) -** EAST PWS 3.0 Band Option Price Schedule (Option Period 1- Feb 1, 2013 – Jan 31, 2015). The price for this option shall be the value corresponding to the month in which it is exercised as specified in Attachment **J-5B**.

   e) **Option E (CLIN 13) -** EAST PWS 3.0 Band Option Price Schedule (Option Period 2- Feb 1, 2015 – Jan 31, 2016). The price for this option shall be the value corresponding to the month in which it is exercised as specified in Attachment **J-5B**.

   f) **Option F (CLIN 14) -** EAST PWS 3.0 Band Option Price Schedule (Option Period 2- Feb 1, 2015 – Jan 31, 2016). The price for this option shall be the value corresponding to the month in which it is exercised as specified in Attachment **J-5B**.

3) In accordance with Clause **F.8**, *Option For Increased Quantity,* Options A – F may be unilaterally exercised by the GOVERNMENT at any time and any exercised options will be delineated in Clause **B.2** above.

(End of Clause)

B.4 APPLICATION POINT UNIT PRICE (Credit & Debit)

In accordance with Attachments **J-5B**, *EAST PWS 3.0 Band Option Price Schedule*, **J-5C**, *EAST PWS 3.0 Base Price Schedule* and **J-6.** *Application Point Requirements*, the Application Point Unit Price for each contract period and Option is:

Table B.4A – Application Point Unit Price

PERIODS	*Reduced Resource Credit (RRC) Price *(Credit)* *Additional Resource Charge (ARC) Price *(Debit)*
Base Period 02/01/11 – 01/31/12 02/01/12 – 01/31/13	
Option A	
Option B	
Option Period 1 02/01/13 – 01/31/14 02/01/14 – 01/31/15	
Option C	
Option D	
Option Period 2 02/01/15 – 01/31/16	
Option E	
Option F	

***Note: The proposed credit unit price and debit unit price for each period shall be the same price.**

**** Note: Table B.4A has been modified (in the Base Option Period 1) to include both calculations from Attachment J-5B, Application Point Banding Pricing.**

(End of Clause)

B.5 PRICE DEDUCTION FOR FAILURE TO MEET CRITICAL SERVICE LEVELS (CSLs) (PWS 3.0)

On the last monthly invoice submitted for the 12 month period, the Contactor shall apply deductions for failure to meet CSLs. Detailed instructions for applying the price deduction for failure to meet CSLs and the method of calculation is defined in Attachment **J-4.** *Service Level Standards.*

(End of Clause)

B.6 CALCULATION OF SERVICE CREDIT AND DEBIT (PWS 3.0)

a) On the last monthly invoice submitted for the 12 month period, the Contractor shall calculate a Reduced Resource Credit (RRC).:
   RRC = ((Minimum Application Points Required – Actual Application Points Completed) – approved waivers) x Application Point Unit Price

b) An Additional Resource Charge (ARC), can be initiated in two ways:
   1) Planned increased capacity request by the Government as described in PWS 3.0.13, which would be calculated monthly as follows:
   ARC = Actual Application Points Requested x Application Point Unit Price for a Planned Monthly ARC; or
   2) Annually, would be calculated on the last monthly invoice submitted for the 12 month period as follows:
   ARC = (Actual Application Points Completed – Maximum Application Points Required – Previously Executed Planned Increase ARCs) x Application Point Unit Price

c) Detailed instructions for calculating this service credit or service debit are defined in Attachment **J-6,** *Application Point Requirements.*

d) On or about the anniversary of contract award, the GOVERNMENT will make an assessment of ARC/RRC performance for the prior 12 month period and issue a reconciliation modification to adjust upwardly or downwardly the contract value based on the net cumulative value of the total ARC/RRC amounts issued during this period. The contract value adjustment will be based on the data contained in the last monthly invoice submitted for the prior 12 month period in accordance with Clause **G.2**.

(End of Clause)

B.7 SUMMATION OF INDEFINITE DELIVERY/INDEFINITE QUANTITY (ID/IQ) TASK ORDERS (PWS 4.0)

Products or services which have not been identified in advance, but are within the general scope of this contract, may be authorized by the GOVERNMENT as a fixed price Task Order, using pre-established negotiated labor rates (Attachment **J-5A,** *EAST ID/IQ Labor Rate Schedule*) in an ID/IQ type arrangement. A summation of authorized Task Orders is listed below and will be updated periodically via a unilateral modification.

Table B.7A - Summation of Task Orders by Contract Year and Total Task Order Price*

Contract Period Covered	*Total Task Order Value
Base Year 1-Contract Year 1	
Base Year 2- Contract Year 2	
Option 1 Year 1- Contract Year 3	
Option 1 Year 2- Contract Year 4	
Option 2 Year 1-Contract Year 5	
TOTALS	

*GOVERNMENT will fill-in as Task Orders are implemented and a Modification will be issued periodically to update ID/IQ values.

(End of clause)

B.8 INDEFINITE DELIVERY/INDEFINITE QUANTITY (ID/IQ)

a) The ID/IQ portion of this contract is described in Attachment **J-1**, PWS 4.0. This work will be authorized via task orders (TO) issued by the Contracting Officer (CO) in accordance with Clauses **H.24** and **H.25**.

b) This clause establishes the minimum and maximum quantity values for each ID/IQ CLIN of the contract as set forth below.

Table B.8A - ESTIMATED ID/IQ MINIMUM AND MAXIMUM VALUES

ID/IQ CLIN	CONTRACT PERIOD	MINIMUM QUANTITY	MAXIMUM QUANTITY
5	Base (Years 1 & 2)	$0.00	$ 32,000,000
10	Option 1 (Years 3 & 4)	$0.00	$ 49,000,000
15	Option 2 (Year 5)	$0.00	$ 19,000,000
TOTAL			$ 100,000,000

c) GOVERNMENT task orders for services specified above the minimum and below the maximum shall not constitute a basis for equitable adjustments to the ID/IQ CLINs.

d) The establishment of this ID/IQ portion of the contract does not inhibit the GOVERNMENT's right to later award separate contracts for similar or related services.

e) The actual values of the individual CLINs will be the summation of the individual task orders values issued pursuant to this Clause and Clauses **H.24** and **H.25**. A reconciling unilateral modification to the contract will be periodically issued that reflects the current task order summation value in Clause **B.7**.

f) Any unused value remaining in ID/IQ CLINs delineated in (b) above, may be rolled over to subsequent contract option periods if exercised, provided that the total maximum quantity of $100,000,000 is not exceeded over the life of the EAST contract.

(End of Clause)

B.9 CONTRACT EXTENSION RESULTING FROM PROTESTS

If the award of a successor contract to perform the services being performed under this contract is delayed because of a protest, the Contracting Officer may extend the period of performance on this contract, in accordance with Clause 52.217-8, *Option to Extend Services (52.217-8) (NOV 1999)*, to cover any delay caused by such protest. The Contractor shall be entitled to an equitable adjustment for such an extension.

(End of Clause)

B.10 RESERVED

(End of Clause)

[END OF SECTION]

SECTION C - DESCRIPTION/SPECIFICATIONS/ PERFORMANCE WORK STATEMENT

C.1 DESCRIPTION/SPECIFICATIONS/PERFORMANCE WORK STATEMENT

The work to be performed by the Contractor is delineated in Attachment **J-1**, *Performance Work Statement* and Attachment **J-1**, Appendix **A**, *Cross Functional Performance Work Statement* respectively.

(End of Clause)

C.2 GENERAL

a) It is understood and agreed that the work performed under this contract is on a completion basis and that the Performance Work Statement (PWS), in conjunction with other Section **J** Attachments, is stated in sufficient terms to minimize GOVERNMENT direction to ensure that operational requirements are met.

b) The Contractor shall be responsible for completion of all work described in the PWS, on a FFP basis.

c) Task Orders will be issued to perform all work in PWS 4.0, Indefinite Delivery/ Indefinite Quantity (ID/IQ). Pre-established FFP Labor Rates will be used to price these Task Orders, based on a firm negotiated price that includes agreement on the skill mix, deliverables, performance standards, risk assessment/impacts, and schedule.

(End of Clause)

C.3 DATA REQUIREMENTS LIST (DRL)

a) The Contractor shall furnish all data identified and described in the Data Requirements List (DRL) of Attachment **J-2**, *Data Procurement Document (DPD).* All expenses associated therewith are included in the firm fixed price of this contract.

b) The GOVERNMENT reserves the right to delay the date of delivery of any or all Data Requirement Descriptions (DRDs) specified in the DRL and such right may be exercised at no increase in the firm fixed price of this contract.

c) Nothing contained in this DRL clause shall relieve the Contractor from delivering data that is not identified and described in the DRL/DPD but, required under another clause of this contract.

d) To the extent that data required to be delivered under a DRD is also required to be delivered under another clause of the contract, the requirements established by both the DRD and such other contract clause shall apply. In the event of a conflict between the data requirements of the DPD and another contract clause, the contract clause shall take precedence.

(End of Clause)

[END OF SECTION]

SECTION D – PACKAGING AND MARKING

D.1 PACKAGING, HANDLING, AND TRANSPORTATION

The Contractor's packaging, handling, and transportation procedures may be used, in whole or in part, subject to the written approval of the Contracting Officer, provided (1) the Contractor's procedures are not in conflict with any requirements of this contract, and (2) the requirements of this contract shall take precedence in the event of any conflict with the Contractor's procedures.

(End of Clause)

[END OF SECTION]

SECTION E - INSPECTION AND ACCEPTANCE

E.1 FAR 52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at the following website: http://www.acquisition.gov/far/.

Federal Acquisition Regulation (48 CFR Chapter 1) clauses:

CLAUSE NUMBER	DATE	TITLE
52.246-2	AUG 1996	INSPECTION OF SUPPLIES – FIXED PRICE
52.246-4	AUG 1996	INSPECTION OF SERVICES – FIXED PRICE
52.246-16	APR 1984	RESPONSIBILITY FOR SUPPLIES

(End of Clause)

E.2 PLACE OF FINAL INSPECTION AND ACCEPTANCE

The place of final inspection and acceptance for deliverables under this contract shall be at the F.O.B. point as set forth in Clause **F.4.** *Free On Board (F.O.B.) Point.*

(End of Clause)

E.3 HIGHER-LEVEL QUALITY REQUIREMENTS (52.246-11) (FEB 1999)

The Contractor shall comply with the higher-level quality standards selected below:

Title	Number	Date
Marshall Management Manual	MPD 1280.1	Latest issue

(End of Clause)

E.4 CHANGES TO HIGHER-LEVEL QUALITY REQUIREMENTS

It is mutually agreed and understood that the GOVERNMENT may unilaterally update Clause **E.3** with future versions and require full compliance to the latest requirements. Such action should not give rise to an equitable adjustment to the contract price, or any other expressed terms and conditions of this contract.

(End of Clause)

E.5 GOVERNMENT CONTRACT QUALITY ASSURANCE FUNCTIONS (NFS 1852.246-71) (OCT 1988)

In accordance with the inspection clause of this contract, the GOVERNMENT intends to perform the following functions at the locations indicated:

Inspection and acceptance of all work shall be performed at George C. Marshall Space Flight Center, Huntsville, AL, and such other places of performance or delivery of work required under this contract.

(End of Clause)

E.6 MATERIAL INSPECTION AND RECEIVING REPORT 1852.246-72 (AUG 2003) (MODIFIED)

If the Contracting Officer determines that DD Form 250 is required from Clause **E.7** below then:

a) At the time of each delivery to the GOVERNMENT under this contract, the Contractor shall furnish a Material Inspection and Receiving Report (DD Form 250 series) prepared in three (3) copies, an original and two (2) copies.

b) The Contractor shall prepare the DD Form 250 in accordance with NASA FAR Supplement 1846.6. The Contractor shall enclose the copies of the DD Form 250 in the package or seal them in a waterproof envelope, which shall be securely attached to the exterior of the package in the most protected location.

c) When more than one package is involved in a shipment, the Contractor shall list on the DD Form 250, as additional information, the quantity of packages and the package numbers. The Contractor shall forward the DD Form 250 with the lowest numbered package of the shipment and print the words “CONTAINS DD FORM 250” on the package.

(End of Clause)

E.7 SUBMISSION OF MATERIAL INSPECTION AND RECEIVING REPORTS

Material Inspection and Receiving Reports (DD Form 250) may be required for equipment and hardware deliveries and system turnover to the GOVERNMENT. Individual Task Order requirements will specify when submittal of a DD Form 250 is required.

(End of Clause)

[END OF SECTION]

SECTION F - DELIVERIES OR PERFORMANCE

F.1 FAR 52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at the following website: http://www.acquisition.gov/far/.

Federal Acquisition Regulation (48 CFR Chapter 1) clauses:

CLAUSE NUMBER	DATE	TITLE
52.242-15	AUG 1989	STOP-WORK ORDER
52.247-34	NOV 1991	F.O.B. DESTINATION

(End of Clause)

F.2 PERIOD OF PERFORMANCE

The period of performance for this contract shall be February 01, 2011 through, January 31, 2015.

(End of Clause)

F.3 PLACE OF PERFORMANCE (MSFC - 52.237-91) (FEB 2001)

The Contractor shall perform the work under this contract at Marshall Space Flight Center (MSFC), Alabama and or near site locations (within 10 miles of MSFC) and at such other locations as may be approved in writing by the Contracting Officer. Episodic Telework and/or work from alternate temporary locations may be authorized for Contractor personnel by the EAST Program Manager without advance written approval from the Contracting Officer to the extent that is it on a noninterference basis and does not adversely impact the overall contract performance and/or teamwork.

(End of Clause)

F.4 FREE ON BOARD (F.O.B.) POINT

a) The F.O.B. point for deliverables under this contract shall be the George C. Marshall Space Flight Center, Marshall Space Flight Center, AL 35812, at the sites requiring the deliverables, or for specific items, when so directed by the Contracting Officer or his duly authorized representative, at the Contractor's facilities.

b) Those items having the F.O.B. point at the Contractor's facilities in accordance with (a) above shall be shipped as directed by the Contracting Officer or his duly

authorized representative and in accordance with Clause 52.247-1, *Commercial Bill of Lading Notations*.

(End of Clause)

F.5 SECTION 10721 RATES (MSFC-52.247-90) (FEB 2001)

The Contractor shall use carriers that offer acceptable service at reduced rates (Section 10721 rates), if available.

(End of Clause)

F.6 PHASE-IN AND PHASE-OUT

In support of Contract Phase-In the GOVERNMENT intends to issue three separate Purchase Orders for the following critical activities to be performed in parallel during the Phase-in period, prior to full contract assumption. All work associated with these activities shall be priced for the respective Purchase Orders and all costs associated with Phase-In/Phase-Out activities are specifically excluded from this contract.

Contract Phase-In and future Phase-Out in support of this contract incorporates the following four major activities:

a) Contract Transition (Purchase Order #1)

The services provided by this Order are vital to the GOVERNMENT's overall successful performance. Therefore, continuity of these services must be maintained at a consistently high level without disruption of services. The Contractor shall conduct an orderly transition of contract activities prior to assumption of responsibility for the work described in Attachment **J-1**, *Performance Work Statement* (PWS) at a fixed price.

b) Approach for Continuity of Integrated Collaborative Environment (ICE) Operations (Purchase Order #2)

In addition to the Contract Transition activities defined in Section **F.6 a)** above, the Contractor may be authorized to perform a Solution Assessment, under a second separate purchase order, to define an approach for continuing operations of the Product Lifecycle Management (PLM) ICE product suite. Since the PLM Line of Business is not currently incorporated into the NEACC, a Solution Assessment is required to determine an approach and fixed price for continuing ICE operations at the start of the EAST contract. The approach shall propose a plan for operating the PLM Line of Business on a temporary basis outside of the NEACC factory model using the processes in place today.

c) Approach for ICE Transition to NEACC (Purchase Order #3)

The Contractor may be authorized to perform a Solution Assessment, under a third separate Purchase Order, to define an approach for transitioning the PLM Line of

Business into the NEACC factory model. The assessment shall include an approach, a timeline, and a fixed price.

d) Contractor Phase-out

1) Prior to contract completion, a successor Contractor(s) may be selected to perform the work requirements covered by the PWS. The Contractor shall conduct an orderly Phase-Out of all required activities prior to completion of this contract and assumption of responsibility for the effort described in the PWS by a successor Contractor(s). The Contractor shall remain responsible for the effort covered by the PWS during Phase-Out activities.

2) Upon written notice by the Contracting Officer prior to the contract completion date, the Contractor shall conduct Phase-Out activities for up to 90 calendar days in accordance with FAR 52.237-3, *Continuity of Services*.

(End of Clause)

F.7 OPTION TO EXTEND

In accordance with FAR 52.217-9, *Option to Extend the Term of the Contract*, the Contracting Officer may exercise the following options(s) by issuance of a unilateral contract modification. Options exercised to extend the term of this contract shall be in accordance with the following:

Option Period Numbers/CLINs	Length	Period of Performance to Extend Term
Option 1 - (CLINs 6, 7, &10)	2 Yrs.	February 01, 2013 through January 31, 2015
Option 2 - (CLINs 11, 12, & 15)	1 Yr	February 01, 2015 through January 31, 2016

The GOVERNMENT may extend the term of this contract; provided that the GOVERNMENT gives the Contractor a preliminary written notice of its intent to extend at least 30 calendar days before the contract expires. The preliminary notice does not commit the GOVERNMENT to an extension.

a) If the GOVERNMENT exercises this option, the extended contract shall be considered to include this option clause.

b) The GOVERNMENT may exercise one or more of the options specified in the contract consecutively or concurrently if it is deemed in the best interest of the GOVERNMENT.

c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed five (5) years, excluding FAR 52.237-3, *Continuity of Services* clause.

(End of Clause)

F.8 OPTION FOR INCREASED QUANTITY

In accordance with FAR 52.217-7, *Option for Increased Quantity- Separately Priced Line Item*, the GOVERNMENT may require the delivery of the numbered line items, identified in the Section **B** as an option item, in the quantity and at the price stated in the Schedule. The Contracting Officer may exercise the option by written notice to the Contractor within anytime during the applicable performance period. Delivery of the added items shall continue at the same rate that like items are called for under the contract, unless the parties otherwise agree. Options for increased quantities of services shall be in accordance with the following:

Option Period Nos/CLINS	Potential Length	Period of Performance to Increase Quantity
Option A/ CLIN 3	2 Yrs	Feb. 1, 2011 through Jan 31, 2013
Option B/ CLIN 4	2 Yrs	Feb. 1, 2011 through Jan 31, 2013
Option C/ CLIN 8	2 Yrs	Feb. 1, 2013 through Jan 31, 2015
Option D/ CLIN 9	2 Yrs	Feb. 1, 2013through Jan 31, 2015
Option E/ CLIN 13	1 Yr	Feb. 1, 2015through Jan 31, 2016
Option F/ CLIN 14	1 Yr	Feb. 1, 2015 through Jan 31, 2016

A total of two options for increased quantity may be exercised within each period of performance. Within each period of performance, the second option (e.g., Option B for Base Period) may only be exercised if the first option (e.g., Option A) has been exercised. Prices associated with these increased quantities shall be those provided in Attachment **J-5B**. These prices are contingent upon the time remaining in the applicable contract period. The Contracting Officer will provide written notice to the Contractor of the GOVERNMENT's intent to exercise the increased quantity options 14 days prior to the need for implementation of the additional service quantities. The additional services to be provided under this option clause will be implemented at the beginning of the month following the date of exercise of the option.

a) **Option A (CLIN 3) -** The Contractor shall increase the annual Application Point Band by an additional 50 points. The additional points will be added to both the lower and upper limits of the Application point band for each month remaining in the base period and may be exercised any time during the period February 1, 2011, through January 31, 2013. The Contractor Application Point Unit Price, as defined in Attachment **J-5B**, shall be used to calculate ARCs and RRCs during the term of Option A.

b) **Option B (CLIN 4) -** The Contractor shall increase the annual Application Point Band by an additional 50 points. The additional points will be added to both the lower and upper limits of the Application point band for each month remaining in the base period and may be exercised any time during the period February 1, 2011, through January 31, 2013. The Contractor Application Point Unit Price, as defined in Attachment **J-5B**, shall be used to calculate ARCs and RRCs during the term of Option B.

c) **Option C (CLIN 8) -** The Contractor shall increase the annual Application Point Band by an additional 50 points. The additional points will be added to both the lower and upper limits of the Application point band for each month remaining in the option period and may be exercised anytime during the period February 1, 2013, through January 31, 2015. The Contractor Application Point Unit Price, as defined in Attachment **J-5B**, shall be used to calculate ARCs and RRCs during the term of Option C.

d) **Option D (CLIN 9) -** The Contractor shall increase the annual Application Point Band by an additional 50 points. The additional points will be added to both the lower and upper limits of the Application point band for each month remaining in the option period and may be exercised anytime during the period February 1, 2013, through January 31, 2015. The Contractor Application Point Unit Price, as defined in Attachment **J-5B**, shall be used to calculate ARCs and RRCs during the term of Option D.

e) **Option E (CLIN 13) -** The Contractor shall increase the annual Application Point Band by an additional 50 points. The additional points will be added to both the lower and upper limits of the Application point band for each month remaining in the option period and may be exercised anytime during the period February 1, 2015, through January 31, 2016. The Contractor Application Point Unit Price, as defined in Attachment **J-5B**, shall be used to calculate ARCs and RRCs during the term of Option E.

f) **Option F (CLIN 14) -** The Contractor shall increase the annual Application Point Band by an additional 50 points. The additional points will be added to both the lower and upper limits of the Application point band for each month remaining in the option period and may be exercised anytime during the period February 1, 2015, through January 31, 2016. The Contractor Application Point Unit Price, as defined in Attachment **J-5B**, shall be used to calculate ARCs and RRCs during the term of Option F.

(End of Clause)

F.9 SPECIAL CONDITIONS APPLICABLE TO EXERCISE OF OPTION 1 AND OPTION 2

a) Option Decision Package

Ten months prior to the effective date of Options 1 and 2 (if Option 1 is exercised), the Contractor shall prepare and submit an Option Decision Package to the Contracting Officer in accordance with DRD 1293CD-001, *Option Decision Package*. The Option Decision Package shall address the decision considerations listed below and any additional information requested by the Contracting Officer. A request for additional information to be included in the Option Decision Package will be made in writing by the Contracting Officer at least 14 calendar days before the due date of the package.

b) Option Decision Considerations

In accordance with NFS 1817.207-70 (b) (1), the GOVERNMENT will perform an analysis to determine whether the exercising of the option is in the GOVERNMENT's best interest. The analysis required to support the option exercise determination must include consideration of other factors in addition to price. In addition to the other factors contained in FAR 17.207(e), the determination to exercise the option will consider other areas such as the Contractor's performance in satisfying contract requirements, earning positive performance ratings, and the Contractor's level of success in implementing operational efficiencies in the NEACC factory.

The GOVERNMENT will consider the following in making a determination to exercise pursuant to clause 52.217-9, entitled *Option to Extend the Term of the Contract*:

1) NEACC Factory Operations

- Consistent achievement of all Service Level Standards for the proposed price with minimum contract changes.
- Successful implementation of the Application Point method for managing NEACC factory capacity.
- Contractor proposed additions, modifications and deletions to the existing Service Level Standards in Attachment **J-4.** *Service Level Standards* for the option period under consideration.

2) ID/IQ Application Implementation

- Consistent achievement of scheduled milestones and quality standards for the proposed price.
- Demonstrated success at transitioning new capabilities to operations.

3) Any other consideration, such as that required by FAR Part 17, which may be determined to be significant by the GOVERNMENT including, but not limited to, availability of funding and continuation of need for the services.

c) Decision to Exercise Options or Continue Services

The decision to exercise any option will be solely at the discretion of the GOVERNMENT. The decision to exercise Options 1 and 2 will require approval by appropriate levels of NASA management prior to issuance of a modification exercising either option. This clause does not limit the GOVERNMENT’s rights relative to any other clause included in this contract.

(End of Clause)

[END OF SECTION]

SECTION G - CONTRACT ADMINISTRATION DATA

G.1 FAR 52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at: http://www.acquisition.gov/far/.

(a) Federal Acquisition Regulation (48 CFR Chapter 1) clauses:

NOTICE: The following clauses are hereby incorporated by reference:

CLAUSE NUMBER	DATE	TITLE
1852.227-70	MAY 2002	NEW TECHNOLOGY
1852.227-86	DEC 1987	COMMERCIAL COMPUTER SOFTWARE LICENSING

(End of Clause)

G.2 SUBMISSION OF INVOICES FOR PAYMENT

a) The designated billing office for submission of all invoices for purposes of the *Prompt Payment* clause, 52.232-25, of this contract is indicated below. Invoices for payment shall include a reference to the number of this contract.

b) Original invoices should be submitted to:

NASA Shared Services Center (NSSC)
Financial Management Division (FMD) - Accounts Payable
Building 1111, C. Road
Stennis Space Center, MS 39529

Email: NSSC-AccountsPayable@nasa.gov
Fax: (866) 209-5415

This is the designated billing office for the purpose of the *Prompt Payment* clause of this contract. In the event that amounts are withheld from payment in accordance with provisions of this contract, a separate invoice for the amount withheld will be required before payment for that amount may be made.

c) Invoice Calculation:

1) The Contractor's monthly invoice shall include the firm fixed price for PWS 3.1 and 3.2. For invoice purposes the monthly invoice amount shall be straight-line over the total based period of performance or for any options if exercised.

2) In accordance with Clause **B.6**, the Contractor shall calculate a Reduced Resource Credit (RRC) or an Additional Resource Charge (ARC), if applicable, based on the formula identified in Clause **B.6** prior to applying any critical service level price deduction. The ARC or RRC shall be included in the last monthly invoice submitted for the 12 month period or during a monthly invoice if the Contractor has been authorized planned increased capacity through the use of an Additional Resource Charge (ARC).

3) In accordance with Clause **B.5** the Contractor's monthly invoice shall apply any deduction(s) for failure to meet critical service levels as defined in Attachment **J.4**, *Service Level Standards*.

4) Any approved Task Orders under PWS 4.0 shall be invoiced separately.

(End of Clause)

G.3 DESIGNATION OF NEW TECHNOLOGY REPRESENTATIVE AND PATENT REPRESENTATIVE (1852.227-72) (JULY 1997)

a) For purposes of administration of the clause of this contact entitled *New Technology* or *Patent Rights--Retention by the Contractor (Short Form)*, whichever is included, the following named representatives are hereby designated by the Contracting Officer to administer such clause:

New Technology Representative
NASA/George C. Marshall Space Flight Center
Attn: ED03/New Technology Representative
Marshall Space Flight Center, AL 35812

Patent Representative
NASA/ George C. Marshall Space Flight Center
Attn: LS01/Chief Intellectual Property Counsel
Marshall Space Flight Center, AL 35812

b) Reports of reportable items, and disclosure of subject inventions, interim reports, final reports, utilization reports, and other reports required by the clause, as well as any correspondence with respect to such matters, should be directed to the New Technology Representative unless transmitted in response to correspondence or request from the Patent Representative. Inquiries or requests regarding disposition of rights, election of rights, or related matters should be directed to the Patent Representative. This clause shall be included in any subcontract hereunder requiring a *New Technology* clause or *Patent Rights--Retention by the Contractor (Short Form)* clause, unless otherwise authorized or directed by the Contracting Officer. The respective responsibilities and authorities of the above-named representatives are set forth in 1827.305-370 of the NASA FAR Supplement.

(End of Clause)

G.4 CONTRACTOR EMPLOYEE BADGING AND EMPLOYMENT TERMINATION CLEARANCE (MSFC - 52.204-90) (NOV 2009)

(a) It is anticipated that performance of the requirements of this contract will require employee access to and picture badging by the Marshall Space Flight Center. Contractor requests for badging of employees shall be submitted electronically through NASA's Agencywide Personal Identity Verification (PIV) system. Requests for badging will be routed electronically to the appointed Contracting Officer Technical Representative (COTR) or the Alternate COTR for approval prior to processing by the MSFC Protective Services Office.

(b) Contractor employees must undergo a background investigation prior to being issued a full-time Contractor badge granting access to Redstone Arsenal. Contractor employees not previously cleared for a full-time Contractor badge (e.g., not previously included in the NASA/MSFC or DoD/Redstone database) must complete a Background Investigation Questionnaire and Release form as soon as practicable and before the employee requires Redstone access. When these forms are completed and submitted to MSFC Security, the Contractor employees may be granted an extended visitor's badge granting restricted Redstone access for a period not to exceed 30 days. This 30-day period is normally more than adequate for the Government to conduct its Background Investigation if the applicant's submission is truthful, accurate and complete, and there are no preexisting issues noted in the investigation. If the Contractor employee does not successfully clear the Background Investigation process within 30 days, the extended visitor badge will be revoked. If the visitor badge is revoked, the contractor employee may not enter MSFC and, if the contractual work assignment requires the employee to be onsite and/or have access to Government IT systems, the employee shall discontinue charging their time to the contract immediately. Any Contractor concerns regarding the timeliness of investigation processing should be raised to the Contracting Officer. The Contracting Officer has sole discretion to extend the 30-day limit.

(c) Contractor employees requiring a badge and/or access to NASA IT systems for less than 179-days within a 365-day period must undergo a fingerprint check through National Crime Information Center/Interstate Identification Index (NCIC/III). MSFC Form 4516, Application Request for Temporary Worker or Associate Badge must be submitted to the MSFC Protective Services Office.

(d) The Contractor shall establish procedures to ensure that badged contractor employees who no longer require Center access properly clear all accounts and turn in their badge and decal(s) to the MSFC Protective Services Office in accordance with MSFC Form 383-1/3, "Contractor Employee Clearance Document," when the access is no longer needed. An electronic PIV Employee Termination Request must also be submitted.

(e) Instruction on how to access the PIV system and request for copies of MSFC Forms 4516 and 383-1/3 shall be directed to the MSFC Protective Services Office, Marshall Space Flight Center, Alabama 35812.

(End of clause)

G.5 CONTRACTOR REQUESTS FOR GOVERNMENT-PROVIDED PROPERTY (1852.245-70) (SEP 2007) (ALT I) (DEVIATION)

a) The Contractor shall provide all property required for the performance of this contract. The Contractor shall not acquire or construct items of property to which the GOVERNMENT will have title under the provisions of this contract without the Contracting Officer's written authorization. Property which will be acquired as a deliverable end item as material or as a component for incorporation into a deliverable end item is exempt from this requirement.

b) 1) In the event the Contractor is unable to provide the property necessary for performance, and the Contractor requests provision of property by the GOVERNMENT, the Contractor's request shall--

i) Justify the need for the property;

ii) Provide the reasons why Contractor-owned property cannot be used;

iii) Describe the property in sufficient detail to enable the GOVERNMENT to screen its inventories for available property or to otherwise acquire property, including applicable manufacturer, model, part, catalog, National Stock Number or other pertinent identifiers;

iv) Combine requests for quantities of items with identical descriptions and estimated values when the estimated values do not exceed $100,000 per unit; and

v) Include only a single unit when the acquisition or construction value equals or exceeds $100,000.

2) Contracting Officer authorization is required for items the Contractor intends to manufacture as well as those it intends to purchase.

3) The Contractor shall submit requests to the Contracting Officer no less than 30 days in advance of the date the Contractor would, should it receive authorization, acquire or begin fabrication of the item.

c) The Contractor shall maintain copies of Contracting Officer authorizations, appropriately cross-referenced to the individual property record, within its property management system.

d) Property furnished from GOVERNMENT excess sources is provided as-is, where-is. The GOVERNMENT makes no warranty regarding its applicability for performance of the contract or its ability to operate. Failure of property obtained from GOVERNMENT excess sources under this clause is insufficient reason for submission of requests for equitable adjustments discussed in the clause at 52.245-1, *Government Property*.

e) In the event the Contracting Officer issues written authorization to provide property, the Contractor shall screen GOVERNMENT sources to determine the availability of property from GOVERNMENT inventory or excess property.

1) The Contractor shall review NASA inventories and other authorized Federal excess sources for availability of items that meet the performance requirements of the requested property.

i) If the Contractor determines that a suitable item is available from NASA supply inventory, it shall request the item using applicable Center procedures.

ii) If the Contractor determines that an item within NASA or Federal excess is suitable, it shall contact the Center Industrial Property Officer to arrange for transfer of the item from the identified source to the Contractor.

2) If the Contractor determines that the required property is not available from inventory or excess sources, the Contractor shall note the acquisition file with a list of sources reviewed and the findings regarding the lack of availability. If the required property is available, but unsuitable for use, the Contractor shall document the rationale for rejection of available property. The Contractor shall retain appropriate cross-referenced documentary evidence of the outcome of those screening efforts as part of its property records system.

(End of Clause)

G.6 INSTALLATION-ACCOUNTABLE GOVERNMENT PROPERTY (DEVIATION) (1852.245-71) (SEP 2007)

a) The GOVERNMENT property described in paragraph (c) of this clause may be made available to the Contractor on a no-charge basis for use in performance of this contract. This property shall be utilized only within the physical confines of the NASA installation that provided the property unless authorized by the contracting officer under (b)(1)(iv). Under this clause, the GOVERNMENT retains accountability for, and title to, the property, and the Contractor shall comply with the following:

- NPR 4100.1, *NASA Materials Inventory Management Manual*
- NPR 4200.1, *NASA Equipment Management Procedural Requirements*
- NPR 4300.1, *NASA Personal Property Disposal Procedural Requirements*

The Contractor shall retain responsibility for notifying cognizant property custodians of all changes in status associated with installation-provided property. All equipment users shall (1) report any missing or untagged (meeting the criteria for control) property to the cognizant property custodian; (2) notify the cognizant property custodian, supervisor, and the

Installation Security Officer immediately if theft, damage, or loss of GOVERNMENT property is suspected; (3) ensure that installation-provided property is used only in pursuit of approved NASA programs and projects, or as otherwise authorized; (4) identify property not being actively used in pursuit of approved programs and projects; and (5) ensure that property is turned in to the Property Disposal Officer through the cognizant property custodian when no longer needed. Under no circumstances will the Contractor dispose of installation property. Under this clause, the Contractor retains accountability for all material and the Contractor assumes full responsibilities.

On-site Contractor employees shall also take the on-line Property Responsibility Training.

Property not recorded in NASA property systems must be managed in accordance with the requirements of FAR 52.245-1.

The Contractor shall establish and adhere to a system of written procedures to assure continued, effective management control and compliance with these user responsibilities. Such procedures must include holding employees liable, when appropriate, for loss, damage, or destruction of GOVERNMENT property.

b) 1) The official accountable recordkeeping, financial control, and reporting of the property subject to this clause shall be retained by the GOVERNMENT and accomplished within NASA management information systems prescribed by the installation Supply and Equipment Management Officer (SEMO) and Financial Management Officer. If this contract provides for the Contractor to acquire property, title to which will vest in the GOVERNMENT, the following additional procedures apply:

i) The Contractor shall not utilize the installation's central receiving facility for receipt of Contractor-acquired property. However, the Contractor shall provide listings suitable for establishing accountable records of all such property received, on a monthly basis, to the SEMO.

ii) The Contractor shall furnish a copy of each purchase order, prior to delivery by the vendor, to the installation central receiving area.

iii) The Contractor shall establish a record of the property as required by FAR 52.245-1, *Government Property*, and furnish to the Industrial Property Officer a DD Form 1149, Requisition and Invoice/Shipping Document, (or installation equivalent) to transfer accountability to the GOVERNMENT within 5 working days after receipt of the property by the Contractor. The Contractor is accountable for all Contractor-acquired property until the property is transferred to the GOVERNMENT's accountability.

iv) Contractor use of GOVERNMENT property at an off-site location and off-site subcontractor use require advance approval of the Contracting

Officer and notification of the Industrial Property Officer. The property shall be considered GOVERNMENT furnished and the Contractor shall assume accountability and financial reporting responsibility. The Contractor shall establish records and property control procedures and maintain the property in accordance with the requirements of FAR 52.245-1, *Government Property*, until its return to the installation. NASA Procedural Requirements related to property loans shall not apply to offsite use of property by Contractors.

2) After transfer of accountability to the GOVERNMENT, the Contractor shall continue to maintain such internal records as are necessary to execute the user responsibilities identified in paragraph (a) of this clause and document the acquisition, billing, and disposition of the property. These records and supporting documentation shall be made available, upon request, to the SEMO and any other authorized representatives of the Contracting Officer.

c) The following property and services are provided if checked.

X 1) Office space, work area space, and utilities. GOVERNMENT telephones are available for official purposes only.

X 2) Office furniture. (Note: Does not include specialty or ergonomic furniture)

_____ 3) Property listed in Attachment **N/A**

(ii) If the Contractor acquires property, title to which vests in the GOVERNMENT pursuant to other provisions of this contract, this property also shall become accountable to the GOVERNMENT upon its entry into GOVERNMENT records.

(iii) The Contractor shall not bring to the installation for use under this contract any property owned or leased by the Contractor, or other property that the Contractor is accountable for under any other GOVERNMENT contract, without the Contracting Officer's prior written approval.

_____ 4) Supplies from stores stock.

X 5) Publications and blank forms stocked by the installation.

X 6) Safety and fire protection for Contractor personnel and facilities.

X 7) Installation service facilities: See Attachment **J-9,** *Installation-Provided Property and Services.*

X 8) Medical treatment of a first-aid nature for Contractor personnel injuries or illnesses sustained during on-site duty.

X 9) Cafeteria privileges for Contractor employees during normal operating hours.

X 10) Building maintenance for facilities occupied by Contractor personnel.

X 11) Moving and hauling for office moves, movement of large equipment, and delivery of supplies. Moving services may be provided on-site, as approved by the Contracting Officer.

(End of Clause)

G.7 IDENTIFICATION AND MARKING OF GOVERNMENT EQUIPMENT (DEVIATION) (1852.245-74) (SEP 2007)

a) The Contractor shall identify all equipment to be delivered to the GOVERNMENT using NASA Technical Handbook (NASA-HDBK) 6003, Application of Data Matrix Identification Symbols to Aerospace Parts Using Direct Part Marking Methods/Techniques, and NASA Standard (NASA-STD) 6002, Applying Data Matrix Identification Symbols on Aerospace Parts Handbook. This includes deliverable equipment listed in the schedule and other equipment when NASA directs physical transfer to NASA or a third party. The Contractor shall identify property in both machine and human readable form unless the use of a machine readable-only format is approved by the NASA Industrial Property Officer.

b) Property shall be marked in a location that will be human readable, without disassembly or movement of the property, when the items are placed in service unless such placement would have a deleterious effect on safety or on the item's operation.

c) Concurrent with equipment delivery or transform, the Contractor shall provide the following data in electronic spreadsheet format.

1) Item Description.
2) Unique Identification Number (License Tag).
3) Unit Price.
4) An explanation of the data used to make the unique identification number.

d) For items physically transferred under paragraph (a) the following additional data is required:

1) Date originally placed in service.
2) Item condition.
3) Date last serviced.

e) The data required in paragraphs (c) and (d) shall be delivered to the NASA center receiving activity listed below:

NASA, George C. Marshall space Flight Center
MSFC Central Receiving, Building 4631
MSFC, AL 35812

f) The Contractor shall include the substance of this clause, including this paragraph (f), in all subcontracts that require delivery of equipment.

(End of Clause)

G.8 PROPERTY MANAGEMENT CHANGES (DEVIATION) (1852.245-75) (SEP 2007)

a) The Contractor shall submit any changes to standards and practices used for management and control of GOVERNMENT property under this contract to the assigned property administrator and Industrial Property Officer (IPO), prior to making the change whenever the change --

1) Employs a standard that allows increase in thresholds or changes the timing for reporting loss, damage, or destruction of property;
2) Alters physical inventory timing or procedures;
3) Alters recordkeeping practices;
4) Alters practices for recording the transport or delivery of GOVERNMENT property; or
5) Alters practices for disposition of GOVERNMENT property.

b) The Contractor shall contact the IPO at:

NASA-MSFC Industrial Property Officer: Tracy Helmick
Attn: Mail Code AS41
MSFC, AL 35812
(256) 544-5272

(End of Clause)

G.9 OCCUPANCY MANAGEMENT REQUIREMENTS (DEVIATION) (1852.245-82) (SEP 2007)

a) In addition to the requirements of the clause at FAR 52.245-1, *Government Property*, the Contractor shall comply with the following in performance of work in and around GOVERNMENT real property:

1) NPD 8800.14, *Policy for Real Property Management*
2) NPR 8831.2, *Facility Maintenance Management*

a) The Contractor shall obtain the written approval of the Contracting Officer before installing or removing Contractor-owned property onto or into any GOVERNMENT real property or when movement of Contractor-owned property may damage or destroy GOVERNMENT-owned property. The Contractor shall restore damaged property to its original condition at the Contractor’s expense.

b) The Contractor shall not acquire, construct or install any fixed improvement or structural alterations in GOVERNMENT buildings or other real property without the advance, written approval of the Contracting Officer. Fixed improvement or structural alterations, as used herein, means any alteration or improvement in the nature of the building or other real property that, after completion, cannot be removed without substantial loss of value or damage to the premises. Title to such property shall vest in the GOVERNMENT.

c) The Contractor shall report any real property or any portion thereof when it is no longer required for performance under the contract, as directed by the Contracting Officer.

(End of Clause)

G.10 TECHNICAL DIRECTION (1852.242-70) (SEP 1993)

a) Performance of the work under this contract is subject to the written technical direction of the Contracting Officer Technical Representative (COTR), who shall be specifically appointed by the Contracting Officer in writing in accordance with NASA FAR Supplement 1842.270. "Technical direction" means a directive to the Contractor that approves approaches, solutions, designs, or refinements; fills in details or otherwise completes the general description of work or documentation items; shifts emphasis among work areas or tasks; or furnishes similar instruction to the Contractor. Technical direction includes requiring studies and pursuit of certain lines of inquiry regarding matters within the general tasks and requirements in Section **C** of this contract.

b) The COTR does not have the authority to, and shall not, issue any instruction purporting to be technical direction that -

1) Constitutes an assignment of additional work outside the statement of work;

2) Constitutes a change as defined in the changes clause;

3) Constitutes a basis for any increase or decrease in the total estimated contract cost, the fixed fee (if any), or the time required for contract performance;

4) Changes any of the expressed terms, conditions, or specifications of the contract; or

5) Interferes with the Contractor's rights to perform the terms and conditions of the contract.

c) All technical direction shall be issued in writing by the COTR.

d) The Contractor shall proceed promptly with the performance of technical direction duly issued by the COTR in the manner prescribed by this clause and within the COTR's authority. If, in the Contractor's opinion, any instruction or direction by the

COTR falls within any of the categories defined in paragraph (b) of this clause, the Contractor shall not proceed but shall notify the Contracting Officer in writing within 5 working days after receiving it and shall request the Contracting Officer to take action as described in this clause. Upon receiving this notification, the Contracting Officer shall either issue an appropriate contract modification within a reasonable time or advise the Contractor in writing within 30 days that the instruction or direction is -

1) Rescinded in its entirety; or

2) Within the requirements of the contract and does not constitute a change under the changes clause of the contract, and that the Contractor should proceed promptly with its performance.

e) A failure of the Contractor and contracting officer to agree that the instruction or direction is both within the requirements of the contract and does not constitute a change under the changes clause, or a failure to agree upon the contract action to be taken with respect to the instruction or direction, shall be subject to the Disputes clause of this contract.

f) Any action(s) taken by the Contractor in response to any direction given by any person other than the Contracting Officer or the COTR shall be at the Contractor's risk.

(End of clause)

[END OF SECTION]

SECTION H – SPECIAL CONTRACT REQUIREMENTS

H.1 FAR 52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at the following website: http://www.acquisition.gov/far/.

a) Federal Acquisition Regulation (48 CFR Chapter 1) clauses:

NOTICE: The following clauses are hereby incorporated by reference:

CLAUSE NUMBER	DATE	TITLE
1852.208-81	NOV 2004	RESTRICTIONS ON PRINTING AND DUPLICATING
1852.223-75	FEB 2002	MAJOR BREACH OF SAFETY OR SECURITY
1852.225-70	FEB 2000	EXPORT LICENSES (ALT 1) (FEB 2000)

(End of Clause)

H.2 ASBESTOS MATERIAL (MSFC - 52.223-90) (JUNE 2002)

During performance of this contract, Contractor personnel performing work in MSFC buildings may come in contact with materials containing asbestos. MSFC Buildings 4200, 4201, 4202, 4663 and 4666 are of special concern since they are known to contain a sprayed on fire insulation on or above the ceiling, usually located on the metal or concrete structure of the buildings. These buildings and all other MSFC buildings may contain asbestos in floor tile, pipe and lagging insulation, exterior siding, roofing felt, and many other building materials. Prior to disturbing suspected asbestos material in any manner, the Contractor shall notify representatives of the Environmental Health Office, an office within the MSFC Occupational Medicine and Environmental Health Services, for guidance. Contractor shall be responsible for ensuring that all Contractor personnel working onsite are made aware of and comply with this clause.

(End of Clause)

H.3 ORGANIZATIONAL CONFLICTS OF INTEREST (OCI)

(a) OCI Plan. The Contractor's Organizational Conflict of Interest (OCI) Plan is hereby incorporated into this contract as a compliance document. If a specific OCI has been identified with respect to the Contractor, the OCI Plan shall describe the actions the Contractor will take to mitigate any identified OCIs. The Contractor shall permit a Government review of the OCI Plan for verification purposes. Additionally, during

contract performance, NASA will review the OCI Plan as needed, in the event of changes in the contractor community due to mergers, consolidations, or any unanticipated circumstances that may create unacceptable organizational conflicts of interest.

(b) The Contractor agrees that if an actual or potential OCI is discovered after award, the Contractor shall make a prompt and full disclosure in writing to the Contracting Officer. The disclosure shall include either an update to the existing OCI Plan or submission of a separate OCI Plan. The Contractor shall consult with the contracting officer to determine whether an update to the existing OCI Plan or submission of a separate OCI Plan is appropriate. This submission shall describe actions the Contractor has taken or proposed to take, to mitigate the actual or potential conflict. Changes in the Contractor's relationships due to mergers, consolidations or any unanticipated circumstances may create an unacceptable organizational conflict of interest that necessitates such disclosure. NASA reserves the right to reject an OCI Plan in whole or in part or any revisions thereto, if in the opinion of the Contracting Officer, the OCI cannot be avoided, neutralized, or mitigated.

(c) If the Contractor was aware of a potential OCI prior to award or discovered an actual or potential conflict after award and did not disclose or misrepresented relevant information to the Contracting Officer, the Government may terminate this contract for default, suspend or debar the Contractor from government contracting, or pursue such other remedies as may be permitted by law or this contract.

(d) The Contractor further agrees to insert provisions which shall conform substantially to the language of this clause including this paragraph (d) in any subcontract or consultant agreement hereunder.

(End of Clause)

H.4 LIMITATION OF FUTURE CONTRACTING (1852.209-71) (DEC 1988)

a) The Contracting Officer has determined that this acquisition may give rise to a potential organizational conflict of interest. Accordingly, the attention of prospective Offerors is invited to FAR Subpart 9.5 -- Organizational Conflicts of Interest.

b) The nature of this conflict is an unfair competitive advantage.

c) The restrictions upon future contracting are as follows:

1) If the Contractor, under the terms of this contract, or through the performance of tasks pursuant to this contract, is required to develop specifications or statements of work that are to be incorporated into a solicitation, the Contractor shall be ineligible to perform the work described in that solicitation as a prime or first-tier subcontractor under an ensuing NASA contract. This restriction shall remain in effect for a reasonable time, as agreed to by the Contracting Officer and the Contractor, sufficient to avoid unfair competitive advantage or potential bias (this time shall in no case be less than the duration of the initial production contract).

NASA shall not unilaterally require the Contractor to prepare such specifications or statements of work under this contract.

2) To the extent that the work under this contract requires access to proprietary, business confidential, or financial data of other companies, or GOVERNMENT procurement sensitive information, and as long as such data or information remains proprietary, confidential, or sensitive, the Contractor shall protect such data or information from unauthorized use and disclosure and agrees not to use it to compete with other companies.

(End of Clause)

H.5 GOVERNMENT RETENTION OF EAST SERVICE MANAGEMENT SYSTEM AT END OF CONTRACT PERIOD

The Contractor shall deliver to the GOVERNMENT, at the end of the period of performance the EAST Service Management System, including all object code, all source code and all documentation (2 electronic copies & 1 hard copy), with unlimited use rights in support of continuity of future operations. At the GOVERNMENT's sole discretion, this system may be used by the GOVERNMENT, its successor contractor(s) and/or successor subcontractor(s) in support of the NASA/NEACC. The total price for the delivery and unlimited use of the EAST Service Management System is hereby included in the firm fixed price of this contract. (Reference: Attachment **J-1**, *PWS,* Section 2.4.)

(End of Clause)

H.6 SPECIAL TERMS FOR CONTRACT CHANGES FOR APPLICATIONS MAINTENANCE (PWS 3.1)

The parties agree that in performance of PWS, Section 3.1, Applications Maintenance, the Contractor shall be required to support periodic increases and decreases in total effort required to complete Application Maintenance service requests. During the term of this contract the type and quantity of Application Maintenance service requests may vary. These work variations are considered to be within the scope of this contract and shall not be construed as changes within the meaning of FAR 52.243-1, *Changes-Fixed Price – Alternate II* clause of this contract as long as during a contract year Application Points completed are not less than or greater than the lower and upper limits defined in Attachment **J-6.** *Application Point Requirements***,** Section 1.3.1. All effort within these limits shall not give rise to an upward or downward equitable adjustment to the contract price.

(End of Clause)

H.7 ASSIGNMENT OF LICENSE/MAINTENANCE AGREEMENTS

The Contractor shall ensure that all license/maintenance agreements entered into in support of this contract shall contain the following flow down clause to ensure the assignment of all license/maintenance agreements to the GOVERNMENT and/or third-

party contractor at the end of the contract period of performance. *"Seller hereby agrees to permit assignment of this license/maintenance agreement, and all rights thereof to NASA/Marshall Space Flight Center, or to another party that may be selected and assigned at the sole discretion of the GOVERNMENT."*

(End of Clause)

H.8 SAFETY AND HEALTH (1852.223-70) (APR 2002)

a) Safety is the freedom from those conditions that can cause death, injury, occupational illness, damage to or loss of equipment or property, or damage to the environment. NASA's safety priority is to protect: (1) the public, (2) astronauts and pilots, (3) the NASA workforce (including Contractor employees working on NASA contracts), and (4) high-value equipment and property.

b) The Contractor shall take all reasonable safety and occupational health measures in performing this contract. The Contractor shall comply with all Federal, State, and local laws applicable to safety and occupational health and with the safety and occupational health standards, specifications, reporting requirements, and any other relevant requirements of this contract.

c) The Contractor shall take, or cause to be taken, any other safety, and occupational health-measures the Contracting Officer may reasonably direct. To the extent that the Contractor may be entitled to an equitable adjustment for those measures under the terms and conditions of this contract, the equitable adjustment shall be determined pursuant to the procedures of the changes clause of this contract; provided, that no adjustment shall be made under this Safety and Health clause for any change for which an equitable adjustment is expressly provided under any other clause of the contract.

d) The Contractor shall immediately notify and promptly report to the Contracting Officer or a designee any accident, incident, or exposure resulting in fatality, lost-time occupational injury, occupational disease, contamination of property beyond any stated acceptable limits set forth in the contract Schedule; or property loss of $25,000 or more, or Close Call (a situation or occurrence with no injury, no damage or only minor damage (less than $1,000) but possesses the potential to cause any type mishap, or any injury, damage, or negative mission impact) that may be of immediate interest to NASA, arising out of work performed under this contract. The Contractor is not required to include in any report an expression of opinion as to the fault or negligence of any employee. In addition, service contractors (excluding construction contracts) shall provide quarterly reports specifying lost-time frequency rate, number of lost-time injuries, exposure, and accident/incident dollar losses as specified in the contract Schedule.

e) The Contractor shall investigate all work-related incidents, accidents, and Close Calls, to the extent necessary to determine their causes and furnish the Contracting

Officer a report, in such form as the Contracting Officer may require, of the investigative findings and proposed or completed corrective actions.

f) 1) The Contracting Officer may notify the Contractor in writing of any noncompliance with this clause and specify corrective actions to be taken. When the Contracting Officer becomes aware of noncompliance that may pose a serious or imminent danger to safety and health of the public, astronauts and pilots, the NASA workforce (including Contractor employees working on NASA contracts), or high value mission critical equipment or property, the Contracting Officer shall notify the Contractor orally, with written confirmation. The Contractor shall promptly take and report any necessary corrective action.

2) If the Contractor fails or refuses to institute prompt corrective action in accordance with subparagraph (f)(1) of this clause, the Contracting Officer may invoke the stop-work order clause in this contract or any other remedy available to the GOVERNMENT in the event of such failure or refusal.

g) The Contractor (or subcontractor or supplier) shall insert the substance of this clause, including this paragraph (g) and any applicable Schedule provisions and clauses, with appropriate changes of designations of the parties, in all solicitations and subcontracts of every tier, when one or more of the following conditions exist:

1) The work will be conducted completely or partly on premises owned or controlled by the GOVERNMENT.

2) The work includes construction, alteration, or repair of facilities in excess of the simplified acquisition threshold.

3) The work, regardless of place of performance, involves hazards that could endanger the public, astronauts and pilots, the NASA workforce (including Contractor employees working on NASA contracts), or high value equipment or property, and the hazards are not adequately addressed by Occupational Safety and Health Administration (OSHA) or Department of Transportation (DOT) regulations (if applicable).

4) When the Contractor (or subcontractor or supplier) determines that the assessed risk and consequences of a failure to properly manage and control the hazard(s) warrants use of the clause.

h) The Contractor (or subcontractor or supplier) may exclude the provisions of paragraph (g) from its solicitation(s) and subcontract(s) of every tier when it determines that the clause is not necessary because the application of the OSHA and DOT (if applicable) regulations constitute adequate safety and occupational health protection. When a determination is made to exclude the provisions of paragraph (g) from a solicitation and subcontract, the Contractor must notify and provide the basis for the determination to the Contracting Officer. In subcontracts of every tier above the micro-purchase threshold for which paragraph (g) does not apply, the Contractor

(or subcontractor or supplier) shall insert the substance of paragraphs (a), (b), (c), and (f) of this clause).

i) Authorized GOVERNMENT representatives of the Contracting Officer shall have access to and the right to examine the sites or areas where work under this contract is being performed in order to determine the adequacy of the Contractor's safety and occupational health measures under this clause.

j) The Contractor shall continually update the safety and health plan when necessary. In particular**,** the Contractor shall furnish a list of all hazardous operations to be performed, and a list of other major or key operations required or planned in the performance of the contract, even though not deemed hazardous by the Contractor. NASA and the Contractor shall jointly decide which operations are to be considered hazardous, with NASA as the final authority. Before hazardous operations commence, the Contractor shall submit for NASA concurrence –

1) Written hazardous operating procedures for all hazardous operations; and/or

2) Qualification standards for personnel involved in hazardous operations.

(End of Clause)

H.9 LABOR PROVISIONS

Service Contract Act

Pursuant to the requirements of the Service Contract Act of 1965, as amended, and the applicable clauses incorporated in Section **I**, the minimum wages to be paid service employees under this contract shall be those set forth in the Department of Labor Wage Determinations (Reference Attachment **J-3,** *Wage Determinations*).

NOTICE- This solicitation and resulting contract are subject to the **statutory** provisions of the Service Contract Act of 1965, as amended, (Contract clause 52.222-41), and the implementing regulations of the Act outlined in Title 29 Code of Federal Regulations, Part 4.

As a prospective Offeror you are liable for the proper interpretation, application, implementation, and administration of the mandatory provisions of this Act. Therefore, it is imperative that you take appropriate action when preparing your proposal to assure compliance and ensure that your corporate policies are congruous with the spirit and intent of the law.

(End of Clause)

H.10 OBSERVANCE OF LEGAL HOLIDAYS (1852.242-72) (AUG 1992) ALT II (OCT 2000) (Modified)

a) The on-site GOVERNMENT personnel observe the following holidays:

New Year's Day
Martin Luther King, Jr. Day
Presidents' Day
Memorial Day
Independence Day
Labor Day
Columbus Day
Veterans Day
Thanksgiving Day
Christmas Day

Any other day designated by Federal statute, Executive order, or the President's proclamation.

a) When any holiday falls on a Saturday, the preceding Friday is observed. When any holiday falls on a Sunday, the following Monday is observed. Observance of such days by GOVERNMENT personnel shall not by itself be cause for an additional period of performance or entitlement of compensation except as set forth within the contract.

b) When the NASA installation grants administrative leave to its GOVERNMENT employees (e.g., as a result of inclement weather, potentially hazardous conditions, or other special circumstances), Contractor personnel working on-site should also be dismissed. However, the Contractor shall provide sufficient on-site personnel to perform round-the-clock requirements of critical work already in process, unless otherwise instructed by the Contracting Officer or authorized representative. Should the Contactor elect to provide administrative leave to its non-critical employees, it shall not result in a price increase to the GOVERNMENT under this fixed-price contract.

(End of Clause)

H.11 CONTRACTOR EMPLOYEE BADGING AND EMPLOYMENT TERMINATION CLEARANCE

(a) It is anticipated that performance of the requirements of this contract will require employee access to and picture badging by the Marshall Space Flight Center. Contractor requests for badging of employees shall be submitted electronically through NASA's Agency-wide Personal Identification Verification (PIV) system. Requests for badging will be routed electronically to the appointed Contracting Officer Technical Representative (COTR) or the Alternate COTR for approval prior to processing by the MSFC Protective Services Office.

(b) Contractor employees must undergo a background investigation prior to being issued a full-time Contractor badge granting access to Redstone Arsenal. Contractor employees not previously cleared for a full-time Contractor badge (e.g., not previously included in the NASA/MSFC or DoD/Redstone database) must complete a Background Investigation Questionnaire and Release form as soon as practicable and

before the employee requires Redstone access. When these forms are completed and submitted to MSFC Security, the Contractor employees may be granted an extended visitor's badge granting restricted Redstone access for a period not to exceed 30 days. This 30-day period is normally more than adequate for the Government to conduct its Background Investigation if the applicant's submission is truthful, accurate and complete, and there are no preexisting issues noted in the investigation. If the Contractor employee does not successfully clear the Background Investigation process within 30 days, the extended visitor badge will be revoked. If the visitor badge is revoked, the contractor employee may not enter MSFC and, if the contractual work assignment requires the employee to be onsite and/or have access to government IT systems, the employee shall discontinue charging their time to the contract immediately. Any Contractor concerns regarding the timeliness of investigation processing should be raised to the Contracting Officer. The Contracting Officer has sole discretion to extend the 30-day limit.

(b) Contractor employees requiring a badge and/or access to NASA IT systems for less than 179-days within a 365-day period must undergo a fingerprint check through National Crime Information Center/Interstate Identification Index (NCIC/III). MSFC Form 4516, Application Request for Temporary Worker or Associate Badge must be submitted to the MSFC Protective Services Office.

(c) The Contractor shall establish procedures to ensure that badged contractor employees who no longer require Center access properly clear all accounts and turn in their badge and decal(s) to the MSFC Protective Services Office in accordance with MSFC Form 383-1/3, "Contractor Employee Clearance Document," when the access is no longer needed. An electronic PIV Terminate request must also be submitted.

(d) Instruction on how to access the PIV system and request for copies of MSFC Forms 4516 and 383-1/3 shall be directed to the MSFC Protective Services Office, Marshall Space Flight Center, Alabama 35812.

(End of Clause)

H.12 ENVIRONMENTAL – GENERAL CLAUSE (MSFC 52.223-92) (DEC 2006)

NASA/Marshall has developed and maintains an Environmental Management System, in accordance with Executive Order 13423, to support and implement its environmental policy of:

- Enabling Marshall's Mission Through Environmental Compliance and Stewardship and By Providing A Safe And Healthful Workplace
- MPD 8500.1, *MSFC Environmental Policy*

Contractors performing on-site shall comply with all applicable Environmental policies and procedures including, but not limited to, MPD 8500.1 and MPR 8500.1, *MSFC Environmental Management Program*. MSFC Contractors requiring on-site activities that could potentially impact the environment shall be responsible for following all established NASA/Marshall environmental procedures. These procedures and other

applicable policies and procedures are available by contacting the NASA/Marshall Environmental Engineering & Occupational Health Office. Failure to comply with environmental policies and procedures, may result in damage to the environment, and could potentially result in regulatory penalties against NASA and/or the Contractor, and Contractor loss of access to NASA/Marshall facilities.

(End of Clause)

H.13 RESERVED

(End of Clause)

H.14 KEY PERSONNEL AND FACILITIES (1852.235-71) (MARCH 1989)

(a) The personnel and/or facilities listed below (or specified in the contract Schedule) are considered essential to the work being performed under this contract. Before removing, replacing, or diverting any of the listed or specified personnel or facilities, the Contractor shall (1) notify the Contracting Officer reasonably in advance and (2) submit justification (including proposed substitutions) in sufficient detail to permit evaluation of the impact on this contract.

(b) The Contractor shall make no diversion without the Contracting Officer's written consent; provided that the Contracting Officer may ratify in writing the proposed change, and that ratification shall constitute the Contracting Officer's consent required by this clause.

(c) The list of personnel and/or facilities (shown below or as specified in the contract Schedule) may, with the consent of the contracting parties, be amended from time to time during the course of the contract to add or delete personnel and/or facilities.

TABLE H.14-A-KEY PERSONNEL

	Name of Personnel	Key Position
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		

(End of Clause)

H.15 SUBCONTRACTS

a) In accordance with the clause entitled FAR 52.244-2, *Subcontracts* the following classes of subcontracts are designated for special surveillance, and the Contractor shall obtain the Contracting Officer's written consent before placement:

1) All subcontracts exceeding $500,000 total value, including all options, if the Contractor has an approved purchasing system; and,

2) All subcontracts exceeding $100,000 total value, including all options, if the Contractor does not have an approved purchasing system.

b) In conducting procurements for IT resources, the Contractor shall comply with the acquisition planning, publication, and competition requirements as generally set forth in the Federal Acquisition Regulation (FAR), Parts 6 and 39. Before issuing a solicitation for any IT resource procurement estimated to exceed $2,500,000 in total value, the Contractor shall obtain the Contracting Officer's prior written consent to proceed with the procurement.

c) All subcontracts shall be in the name of the Contractor and shall not bind nor purport to bind the GOVERNMENT in any manner.

(End of Clause)

H.16 EXCLUDED FUNCTIONS AND RESPONSIBILITIES

Functions and responsibilities directly involved or associated with the management of any NASA laboratory or office are expressly excluded from this contract. Any instructions, directives, or orders issued under this contract involving such NASA management functions and responsibilities shall be null and void. The following activities are representative of the excluded functions and responsibilities that cannot be provided by the Contractor for the GOVERNMENT:

- Policy making or management of NASA operations;
- NASA Program or project management;
- Technical management of GOVERNMENT contracts;
- NASA management planning, programming, budgeting, review, and analysis;
- GOVERNMENT purchasing, contracting, contract administration, acceptance of materials and/or performance, and pay and accounting therefore;
- Direction or supervision of other GOVERNMENT Contractors or GOVERNMENT agencies, or otherwise acting as an agent to obligate or commit NASA in any capacity;

- Clerical and other administration-type functions required to be performed by civil service personnel; and
- Supervision of GOVERNMENT employees.

(End of Clause)

H.17 RESERVED

(End of Clause)

H.18 PREVENTION OF AND RESPONSE TO THREATENING BEHAVIOR IN THE WORKPLACE MSFC 52.223-95 (AUG 24, 2010) A

The Contractor shall comply with all applicable Contractor responsibilities set forth in Marshall Procedural Requirements (MPR) 1600.2, "Prevention of and Response to Threatening Behavior in the Workplace".

(End of Clause)

H.19 APPLICABIILITY OF SECTION CLAUSES TO SUBCONTRACTS

In the event the Contractor enters into subcontract(s) for performance of any of the services required under the Performance Work Statement of this contract, the Contractor hereby agrees that, in addition to all other requirements, the intent and purpose of the following contract clauses will be incorporated in any such subcontract(s) where the type of subcontract, or work to be performed, could make the clause applicable. Such inclusion shall be in addition to the flowdown of FAR/NFS clauses required by those clauses.

B.5 Price Deduction For Failure to Meet Critical Service Level Standards
B.9 Contract Extension Resulting from Protests
G.1(a) New Technology
G.4 Contractor Employee Badging and Employment Termination Clearance
H.2 Asbestos Material
H.3 Organizational Conflicts of Interest (OCI)
H.4 Limitation of Future Contracting
H.10 Observance of Legal Holidays
H.16 Excluded Functions and Responsibility
H.17 RESERVED
H.18 Prevention of and Response to Threatening Behavior in the Workplace MSFC
I.3 Statement of Equivalent Rates for Federal Hires
I.9 Security Requirements for Unclassified Information Technology Resources

(End of Clause)

H.20 ASSOCIATE CONTRACTOR AGREEMENTS (AUG 2009)

a) The Contractor shall enter into Associate Contractor Agreements (ACA) for any portion of the contract requiring cooperation and coordination (with Contractors under other NASA contracts) in the accomplishment of the GOVERNMENT's requirement. The agreements shall include the basis for sharing information, data, technical knowledge, expertise, and/or resources essential to the implementation of I^3P which shall ensure the greatest degree of cooperation to meet the terms of the contract. Associate Contractors are listed in paragraph (h) below.

b) ACAs shall include the following general information:

1) Identify the associate Contractors and their relationships.
2) Identify the program(s) involved and the relevant GOVERNMENT contracts of the associate Contractors.
3) Describe the associate Contractor interfaces by general subject matter.
4) Specify the categories of information to be exchanged or support to be provided.
5) Include the expiration date (or event) of the ACA.
6) Identify potential conflicts between relevant GOVERNMENT contracts and the ACA; include agreements on protection of proprietary data and restrictions on employees.

c) A copy of such agreement shall be provided to the CO for review before execution of the document by the cooperating associate Contractors. The CO has the right to ask questions and receive answers from each party, make comments and suggestions, and provide edits prior to execution by the parties. Initial ACAs should be in place 3 months after contract award. Subsequent ACAs required during contract performance shall be accomplished within 3 months of written notification from the CO to the Contractor.

d) Nothing in the foregoing shall affect compliance with the requirements of the *Organizational Conflict of Interest* clause.

e) The Contractor is not relieved of any contract requirements or entitled to any adjustments to the contract terms because of a failure to resolve a disagreement with an associate Contractor.

f) Liability for the improper disclosure of any proprietary data contained in or referenced by any agreement shall rest with the parties to the agreement, and not the GOVERNMENT.

g) All costs associated with the agreements are included in the firm fixed price of CLINS 1, 6, and 11 of this contract. Agreements may be amended as required by the GOVERNMENT during the performance of contract.

h) The following are "associate Contractors" with whom agreements are required:

Contract	Services	Contractor	I^3P	Other
NASA Integrated Communications Services (NICS)	Wide-Area Network / Local Area Network & Telecommunications	SAIC	X	
Agency Consolidated End-User Services (ACES)	Desktop computing services	HPES	X	
Web Enterprise Service Technologies (WEST)	NASA Web portal	TBD	X	
NASA Enterprise Data Center (NEDC)*	Data hosting and housing services	TBD		X
NASA Shared Services Center (NSSC)	Enterprise Service Desk, NASA Enterprise Service Ordering System	CSC		X

*For purposes of this solicitation/contract, the "NEDC" is defined as the provider(s) of NASA data center services to the NEACC.

i) In addition to those Agency contracts delineated above, the contractor shall also be required in performance of EAST services to interact/interface with the following Center-specific contracts/contractors.

Contract	Services	Contractor
Marshall Space Flight Center		
MSFC Information Technology Services (MITS)	IT Services for Marshall Space Flight Center and associated component facilities	Dynetics, Inc

(End of Clause)

H.21 SECURITY/BADGING REQUIREMENTS FOR FOREIGN NATIONAL VISITORS AND EMPLOYEES OF FOREIGN CONTRACTORS

a) An employee of a domestic Marshall Space Flight Center (MSFC) Contractor or its subcontractor who is not a U.S. citizen (foreign national) may not be admitted to the MSFC site for purposes of performing work without special arrangements. In addition, all employees or representatives of a foreign MSFC Contractor/subcontractor may not be admitted to the MSFC site without special arrangements. For employees as described above, advance notice must be given to the MSFC Protective Services Office at least 3 weeks prior to the scheduled need for access to the site so that instructions on obtaining access may be provided.

b) All visit/badge requests for persons described in paragraph (a) above must be entered in the NASA Foreign National Management System (NFNMS) for acceptance, review, concurrence and approval purposes. When an authorized company official requests a MSFC badge for site access, he/she is certifying that steps have been taken to ensure that its Contractor or subcontractor employees, visitors, or representatives will not be given access to export-controlled or classified information for which they are not authorized. The authorized company officials shall serve as the Contractor's representative(s) in certifying that all visit/badge request forms are processed in accordance with MSFC security and export control procedures. No foreign national, representative, or resident alien Contractor/subcontractor employee shall be granted access into MSFC until a completed request has been approved and processed through the NFNMS. Unescorted access will not be granted unless the MSFC Protective Services Office has completed a favorable National Agency Check (NAC).

c) The Contractor agrees that it will not employ for the performance of work onsite at the MSFC any individuals who are not legally authorized to work in the United States. If the MSFC Industrial Security Specialist or the contracting officer has reason to believe that any employee of the Contractor may not be legally authorized to work in the United States and/or on the contract, the Contractor may be required to furnish copies of federal Form I-9 (Employment Eligibility Verification), U.S. Department of Labor Application for Alien Employment Certification, and any other type of employment authorization document.

d) The Contractor agrees to provide the information requested by the MSFC Protective Services Office in order to comply with NASA policy directives and guidelines related to foreign visits to NASA facilities so that (1) the visitor/employee/ representative may be allowed access to MSFC or other NASA Centers for performance of this contract, (2) required investigations can be conducted, and (3) required annual or revalidation reports can be submitted to NASA Headquarters. All requested information must be submitted in a timely manner in accordance with instructions provided by MSFC or any other Center to be visited.

(End of Clause)

H.22 RESERVED

(End of Clause)

H.23 GOVERNMENT'S RIGHTS TO INFORMATION INCIDENTAL TO CONTRACT ADMINSTRATION

a) With the exception of financial information, the GOVERNMENT will have unlimited rights to use and distribute to third parties any administrative or management information developed by the Contractor or a subcontractor at any tier in whole or in part for the performance of the contract or first produced in the performance of the contract, whether or not said information is specified as a contract deliverable, if created in whole or in part at Governmental expense. The Contracting Officer may,

at any time during the contract performance or within a period of 120 day after contract completion, require the delivery of any administrative or management information developed by the Contractor or a subcontractor at any tier in whole or in part for the performance of the contract or first produced in the performance of the contract.

b) The Contracting Officer may release the Contractor from the requirements of this clause for specifically identified information at any time.

(End of Clause)

H.24 TASK ORDERING PROCEDURE (1852.216-80) ALTERNATE 1 (OCT 1996)

a) Only the Contracting Officer may issue task orders to the Contractor, providing specific authorization or direction to perform work within the scope of the contract and as specified in the schedule. The Contractor may incur costs under this contract in performance of task orders and task order modifications issued in accordance with this clause. No other costs are authorized unless otherwise specified in the contract or expressly authorized by the Contracting Officer.

b) Prior to issuing a task order, the Contracting Officer shall provide the Contractor with the following data:

1) A functional description of the work identifying the objectives or results desired from the contemplated task order.
2) Proposed performance standards to be used as criteria for determining whether the work requirements have been met.
3) A request for a task plan from the Contractor to include the technical approach, period of performance, appropriate cost information, and any other information required to determine the reasonableness of the Contractor's proposal.

c) Within _(10) calendar days after receipt of the Contracting Officer's request, the Contractor shall submit a task plan conforming to the request.

d) After review and any necessary discussions, the Contracting Officer may issue a task order to the Contractor containing, as a minimum, the following:

1) Date of the order.
2) Contract number and order number.
3) Functional description of the work identifying the objectives or results desired from the task order, including special instructions or other information necessary for performance of the task.
4) Performance standards, and where appropriate, quality assurance standards.
5) Maximum dollar amount authorized (cost and fee or price). This includes allocation of award fee among award fee periods, if applicable.
6) Any other resources (travel, materials, equipment, facilities, etc.) authorized.
7) Delivery/performance schedule including start and end dates.

8) If contract funding is by individual task order, accounting and appropriation data.

e) The Contractor shall provide acknowledgment of receipt to the Contracting Officer within [3] calendar days after receipt of the task order.

f) If time constraints do not permit issuance of a fully defined task order in accordance with the procedures described in paragraphs (a) through (d), a task order which includes a ceiling price may be issued.

g) The Contracting Officer may amend tasks in the same manner in which they were issued.

h) In the event of a conflict between the requirements of the task order and the Contractor's approved task plan, the task order shall prevail.

(End of Clause)

H.25 SUPPLEMENTAL TASK ORDERING PROCEDURES FOR EAST

a) This clause supplements the Task Ordering Procedure defined in Clause **H.24**, *Task Ordering Procedure*.

b) Work to be performed under this portion of the requirement will be within the parameters of the Attachment **J-1**, *PWS,* Section 4.0, and more clearly defined in the Task Orders (TOs) issued by the Contracting Officer and listed in Attachment **J-14**, *EAST Task Orders*. Additional work will be approved and issued at the ID/IQ Task Order WBS elements Level 2 or lower. An overview and flowchart of this process is provided in Attachment **J-8,** *ID/IQ Task Order Process Flow Applicable for PWS 4.0*.

c) When the GOVERNMENT issues a Task Order Request (TOR) in accordance with paragraph (b) of Clause **H.24,** the Contractor shall prepare as part of the Task Order Plan (TOP), the Contractor's estimate of the labor categories, labor hours, and other direct costs required to perform the Task Order requirements. In preparing the price estimate, it is mutually agreed and understood that the Contractor or its Subcontractor(s) shall use the labor categories and the firm fixed price labor rates set forth in Attachment **J-5A,** *EAST ID/IQ Labor Rate Schedule* for Prime and Major Subcontractors, for each labor category. The TOP shall include sufficient price information and rate details to enable verification of compliance with this requirement.

d) The Task Order Request will specify a period of performance not to exceed the current contract period of performance, unless otherwise deemed necessary by the Contracting Officer pursuant to NFS Clause 1816.505-72, Task and delivery order contract performance periods, which states that performance of orders placed within the contract ordering period may extend for up to one year past the end of the ordering period if the Contracting Officer determines that performance of the order

cannot reasonably be deferred to any planned follow-on contract. If the Contracting Officer determines that NFS Clause 1816.505-72 does not apply, the Task Order Plan shall also include a firm-fixed price for each contract option period, if applicable. Upon exercise of the contract option periods, the FFP TOs for the exercised option period shall automatically renew and will be added to the previously priced Option price, if applicable. In no instance may the period of performance of a Task Order exceed one year of the end of the contract period of performance.

e) Each TO will include the period covered and firm fixed price. A reconciling unilateral modification to the contract will be issued at that time revising Clause **B.7**, Table **B.7A**, to reflect the summation of the current total task order prices. At the discretion of the Contracting Officer (CO), these reconciling unilateral modifications to reflect the current total TO value summation may be issued at other times as necessary.

f) The Contracting Officer and Contracting Officer's Technical Representative (COTR) will review and approve each TO and any revision thereto. The GOVERNMENT will provide a list of any other personnel to be included in the routing of TOs for review and concurrence. The GOVERNMENT retains the right to disapprove any Task Order Plans (TOPs).

g) Approval of TOs does not relieve the Contractor of its obligation under the *Limitation of Funds* clause of the contract.

h) Each ID/IQ Task Order Plan shall include service levels and associated potential price deductions.

(End of Clause)

H.26 LIMITATION OF FUNDS (FIXED PRICE CONTRACT) (1852.232.77) (MARCH 1989)

a) Of the total price of items through , the sum of $ is presently available for payment and allotted to this contract. It is anticipated that from time to time additional funds will be allocated to the contract in accordance with the following schedule, until the total price of said items is allotted:

SCHEDULE FOR ALLOTMENT OF FUNDS	
Date TBD	Amounts TBD

b) The Contractor agrees to perform or have performed work on the items specified in paragraph (a) of this clause up to the point at which, if this contract is terminated pursuant to the Termination for Convenience of the GOVERNMENT clause of this contract, the total amount payable by the GOVERNMENT (including amounts payable for subcontracts and settlement costs) pursuant to paragraphs (f) and (g) of that clause would, in the exercise of reasonable judgment by the Contractor,

approximate the total amount at the time allotted to the contract. The Contractor is not obligated to continue performance of the work beyond that point. The GOVERNMENT is not obligated in any event to pay or reimburse the Contractor more than the amount from time to time allotted to the contract, anything to the contrary in the Termination for Convenience of the GOVERNMENT clause notwithstanding.

c) 1) It is contemplated that funds presently allotted to this contract will cover the work to be performed until.

2) If funds allotted are considered by the Contractor to be inadequate to cover the work to be performed until that date, or an agreed date substituted for it, the Contractor shall notify the Contracting Officer in writing when within the next 60 days the work will reach a point at which, if the contract is terminated pursuant to the Termination for Convenience of the GOVERNMENT clause of this contract, the total amount payable by the GOVERNMENT (including amounts payable for subcontracts and settlement costs) pursuant to paragraphs (f) and (g) of that clause will approximate 75 percent of the total amount then allotted to the contract.

3) i) The notice shall state the estimate when the point referred to in paragraph (c)(2) of this clause will be reached and the estimated amount of additional funds required to continue performance to the date specified in paragraph (c)(1) of this clause, or an agreed date substituted for it.

ii) The Contractor shall, 60 days in advance of the date specified in paragraph (c)(1) of this clause, or an agreed date substituted for it, advise the Contracting Officer in writing as to the estimated amount of additional funds required for the timely performance of the contract for a further period as may be specified in the contract or otherwise agreed to by the parties.

4) If, after the notification referred to in paragraph (c)(3)(ii) of this clause, additional funds are not allotted by the date specified in paragraph (c)(1) of this clause, or an agreed date substituted for it, the Contracting Officer shall, upon the Contractor's written request, terminate this contract on that date or on the date set forth in the request, whichever is later, pursuant to the Termination for Convenience of the GOVERNMENT clause.

a) When additional funds are allotted from time to time for continued performance of the work under this contract, the parties shall agree on the applicable period of contract performance to be covered by these funds. The provisions of paragraphs (b) and (c) of this clause shall apply to these additional allotted funds and the substituted date pertaining to them, and the contract shall be modified accordingly.

b) If, solely by reason of the GOVERNMENT's failure to allot additional funds in amounts sufficient for the timely performance of this contract, the Contractor incurs additional costs or is delayed in the performance of the work under this contract, and if additional funds are allotted, an equitable adjustment shall be made in the price or

prices (including appropriate target, billing, and ceiling prices where applicable) of the items to be delivered, or in the time of delivery, or both.

c) The GOVERNMENT may at any time before termination, and, with the consent of the Contractor, after notice of termination, allot additional funds for this contract.

d) The provisions of this clause with respect to termination shall in no way be deemed to limit the rights of the GOVERNMENT under the default clause of this contract. The provisions of this Limitation of Funds clause are limited to the work on and allotment of funds for the items set forth in paragraph (a) of this clause. This clause shall become inoperative upon the allotment of funds for the total price of said work except for rights and obligations then existing under this clause.

e) Nothing in this clause shall affect the right of the GOVERNMENT to terminate this contract pursuant to the Termination for Convenience of the GOVERNMENT clause of this contract.

(End of Clause)

H.27 SAFETY PERFORMANCE EVALUATION, EVALUATION CRITERIA AND PERFORMANCE RECOGNITION (MSFC - 52.223-94) (FEB 2008)

SAFETY PERFORMANCE EVALUATION

1. CONTRACTOR RESPONSIBILITY. The Contractor is responsible for maintaining an effective safety program during the course of the contract with a goal to achieve a world-class program within the term of the contract. The Contractor will ensure that the requirements of the MSFC approved Contractor's Safety and Health Plan and applicable Data Requirement Documents (DRD) are met. Contractor safety performance evaluation will be based on the MSFC safety program elements. The Contractor shall conduct an annual self-evaluation based on these criteria. The Contracting Officer (CO)/ Contracting Officer Technical Representative (COTR), in coordination with the MSFC Industrial Safety Branch, will validate the Contractor's self-evaluation.

Annually, the agreed score will be used to assess performance appropriately—positive or negative.

For the purpose of assessing the annual score, the Contractor and the CO/COTR, in coordination with the MSFC Industrial Safety Branch, will reach a mutually agreeable determination based on the metrics reflected in the attachment. In cases where the Contractor and CO/COTR cannot reach agreement, the MSFC Ombudsman will hear arguments from both sides and make a final decision. This process shall not preclude the CO from taking immediate action for any serious, willful, blatant, or continued violations of MSFC safety policy or procedures.

2. EVALUATION CRITERIA. Contractor self-evaluation and GOVERNMENT validation will be based on the applicable elements and sub-elements of the MSFC safety program shown below. Specific criteria are shown on Attachment 1 entitled "Safety

Health Management Implementation Guide and Assessment Matrix." Deviations from the matrix criteria may be made, for cause, and must be approved by the COTR, CO and GOVERNMENT Safety Representative. It should be noted that Element 1 has a management and an employee component. These are simply averaged to obtain the score for Element 1. The result should be carried to the second decimal point.

MANAGEMENT COMMITMENT AND EMPLOYEE INVOLVEMENT
HAZARD PREVENTION AND CONTROL

(ELEMENT 1)	(ELEMENT 3)
Documented Safety Policy and Goals	Hazard Identification Process
Safety Committees	Facility and Equipment Maintenance
Safety Meetings	Emergency Program and Drills
Subcontractor Safety	Emergency Medical Care Program
Resources	Personal Protective Equipment
Access to Professional Safety Staff	Health Program
Accountability (Disciplinary Program)	
Annual Evaluation	

(ELEMENT 2)	(ELEMENT 4)
System And Worksite Hazard Analysis	**Safety and Health Training**
Complete And Update Baseline Surveys	Employee
Perform Analysis Of New Work	Supervisor
Job Hazard Analysis/ Process Review	Manager
Self-Inspections	
Employee Hazard Reporting	
Mishap/Close Call Investigation	
Injury/Illness Rates	

3. PERFORMANCE RECOGNITION.

Contractor performance will be recognized as follows:

Level I - Annual rating score of $\geq$ 36 and a Lost Time Case Rate (LTC) $\leq$ 50% of the LTC for the applicable North American Industry Classification System (NAICS) rate.	*Formal award with public recognition.* *Appropriate past performance referrals provided.*

Exception: *Contractors with less than 100 employees located onsite MSFC.* To be rated in Level I, the Contractor shall have no lost time injuries during the past year.

Level II - Annual rating score of $\geq$ 28 based on the annual assessment score, and a LTC < the applicable NAICS rate and the scores remain the same, or reflect improved performance, from the previous period. If scores reflect a decrease in performance, no letter of commendation will be issued.	*Formal letter of commendation.* *Will impact contract evaluation and past performance referrals.*

Exception: *Contractors with less than 100 employees located onsite MSFC.* To be rated in Level II, the Contractor shall have no more than one lost time injury during the past year.

Level III - Annual rating score of ≤ 16 or a LTC NAICS rate.	*Formal letter expressing concern.* *Corrective Action Plan requested.* *Data placed in Past Performance*

Failure to improve could result in contract options not being exercised.

Exception: *Contractors with less than 100 employees located onsite MSFC.* A Level III rating will be given to a Contractor having greater than two *lost time injuries during the past year.*

If Contractor's Safety Performance evaluation does not fall within the above categories.	*No recognition*

NOTE: The most current Department of Labor NAICS rate, effective at the beginning of the annual evaluation period, will be utilized for LTC evaluation. Lost Time Incidents shall be recorded in accordance with NASA requirements specified in MWI 8621.1, "Close Call and Mishap Reporting and Investigation Program." Final decisions on any disputed lost time injury determinations will be handled by established GOVERNMENT regulatory procedures.

4. CONTRACTOR ACCOUNTABILITY FOR MISHAPS.

The Contractor shall not be held accountable for injuries to their personnel or damage to the property they control that is caused by individuals or situations clearly outside the control of their contract.

5. EVALUATION PROCESS.

The evaluation process will be based on the major elements and their sub-elements cited in Paragraph 2.

The evaluation process will include these steps:

- Contractor to conduct annual self-assessment and assign numerical score to each element.

- Contractor self assessments will address compliance with their approved Safety and Health Plan.

- Contractor to have self-assessment validated by CO/COTR and Industrial Safety Branch.

- On an annual basis, the CO will apply contract incentives/recognition or consequences based on the average quarterly scores. The CO will make a determination annually for items requested in paragraph 6 that are not reported. (*Also, see paragraph 7 below*.)

The evaluation process will use the Safety Health Management Implementation Guide and Assessment Matrix at Attachment 1.

6. SAFETY METRIC REPORTING.

The Contractor shall report safety metrics to the extent specified in the contract.

7. FAILURE TO REPORT

If the Contractor fails to report the items in paragraph 6 above in accordance with this contract, an amount of $1,000 will be deducted for each occurrence of failure to report the required data.

Safety Performance
Evaluation Summary

Evaluation Criteria and Performance Recognition

EVALUATION CRITERIA

- Management Commitment and Employee Involvement
- System and Worksite Hazard Analysis
- Hazard Prevention and Control
- Safety and Health Training

Score	**≥ 36 points (Annual Score)**	**≥ 28 points (Annual Score)**	**≤ 16 points (Annual Score)**
LTC	and ≤ 50% of the LTC for the applicable NAICS rate **Exception**: Contractors with less than 100 employees located onsite MSFC shall have no lost time injuries during the past year.	and < the applicable NAICS rate **Exception**: Contractors with less than 100 employees located onsite MSFC shall have no more than one lost time injury during the past year.	or > the applicable NAICS rate **Exception**: Contractors with less than 100 employees located onsite MSFC. A Level III rating will be given when greater than two lost time injuries are reported during the past year.
Grade Levels	**I**	**II**	**III**
Recognition	Formal award publicly recognized. Appropriate Past Performance referrals provided.	Formal letter of commendation – will impact contract evaluation and past performance. (Score must either be the same score or and higher from the last evaluation.)	Formal letter expressing concern. Corrective Action Plan requested. Data placed in Past Performance Database**. Failure to improve could result in Contract Options not being exercised.**

NOTE: If the Contractor's safety performance evaluation does not fall within one of the above categories, no recognition will be provided.

DEDUCTIONS

- Failure to report information on all personnel and property mishaps that meet the criteria of a NASA NPR 8621.1B, on a monthly basis, will result in a deduction of $1,000 for each occurrence of failure to report. Information to be reported includes items listed in paragraph 6 of the clause.

TABLE H.27-1
Safety Health (S) Management Implementation Guide and Assessment Matrix

Score	Commitment and Involvement (Element 1)		Worksite System and Analysis (Element 2)	Hazard Prevention and Control (Element 3)	Safety and Health Training (Element 4)
	A. Management	B. Employee			
10	Benchmarking indicates "best in Class." In areas of visible management leadership, responsibility/accountability, meaningful metrics, and incentive/recognition systems.	Employees fully involved, safety committees functioning well, is a complete behavior process functioning at least one year, employees involved in process planning and risk assessment.	All sub-elements fully in place and functioning well for at least one year.	All programs and sub-elements fully functioning for one year, strong professional support.	All training processes functioning, all levels of personnel trained to identified needs, management training ongoing.
9	All sub-elements are in place and functioning well, but have as yet to reach full maturity.	All processes functioning but for limited time, employees involved to great extent.	All sub-elements in place, employees actively participating.	All programs and sub-elements in place and functioning.	All training processes established, management initial training complete.
8	One sub-element not fully in place but all are being implemented.	Most processes in place, employee involvement growing.	All sub-elements functioning, employee participation growing.	At least five sub-elements functioning and one in final stage of implementation.	Most personnel trained to identified needs, training recordkeeping and recall system functioning.
7	Two sub-elements not fully implemented. Implementation in process on all elements. Employee participation and commitment widespread.	Process activities expanding through organization. Committees and teams functioning.	At least five sub-elements functioning and remainder established.	At least four sub-elements functioning, remaining two developing.	Management and supervisor training in process specialized training in process.
6	All sub-elements in process or in place. Strong management leadership and commitment have begun, metric systems in place, resourcing appropriate.	Employee representatives functioning, joint committees functioning, participating in risk assessment and accident investigation.	At least four sub-elements functioning and remaining three in process, employee participation beginning to spread through organization.	Medical and safety programs strengthening, emergency preparedness program established and exercised.	Management training in process developed, supervisor training developed, training recordkeeping and recall system developed.
5	Management commitment and leadership accepted by workers, worker participation and commitment begun, metric system.	Employee representatives appointed/elected, committees beginning to perform functions (investigation, analysis, process improvement).	All sub-elements established, employees beginning to participate.	Rules written, medical and safety programs developing Personal Protective Equipment adequate.	Training template completed for all personnel, training needs identified, process development begun, recordkeeping and recall system being developed.
4	Management commitment and leadership flowing down to workers, metric systems being developed, incentive/recognition system in process.	All processes being established, involvement and awareness enhancement growing.	At least five sub-elements initiated including self-assessment, hazard reporting, and mishap close call investigations.	Rules in process, emergency preparedness program being developed.	Training development in process, specialized training established, mandatory training in process
3	Generally good management commitment and leadership, implementation plans approved for all elements.	All process needs identified, awareness and involvement enhancement activities begun.	Job Hazard analysis established, investigations strengthened and include employees.	Medical program initiated safety and health program initiated.	Training needs evaluation complete, training templates in process, recordkeeping and recall system needs to be established
2	Management exhibits some aspects of leadership, accountability systems not well defined, employee participation framework defined, limited metrics.	Committees established, little activity, employee involvement beginning, awareness of process started.	Plans established to implement all sub-elements, at least two sub-elements beginning to function.	Personal protective equipment requirements established and being enforced, plans developed for other elements.	Training needs evaluation begun, training template forms developed.
1	Sub-elements have not been established to any significant extent, management leadership is lacking, little or no employee participation.	No committees, little or no employee involvement, no process, little process planning.	Two or fewer sub-elements established, no self-inspection, shallow accident investigation process.	Few or no programs or sub-elements established, few written rules, limited enforcement.	Training needs not established, no management training, limited or no supervisor training.

(End of Clause)

[END OF SECTION]

PART II – CONTRACT CLAUSES

SECTION I - CONTRACT CLAUSES

I.1 CLAUSES INCORPORATED BY REFERENCE (52.252-2) (JUNE 1988)

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also the full text of the clause may be accessed electronically at: http://www.acquisition.gov/far/.

(End of Clause)

NOTICE: The following clauses are hereby incorporated by reference:

A. FEDERAL ACQUISITION REGULATION (48 CFR CHAPTER 1) CLAUSES

Clause No.	Title
52.202-1	Definitions (JUL 2004)
52.203-3	Gratuities (APR 1984)
52.203-5	Covenant Against Contingent Fees (APR 1984)
52.203-6	Restrictions on Subcontractor Sales to the Government (SEP 2006)
52.203-7	Anti-Kickback Procedures (JULY 1995)
52.203-8	Cancellation, Rescission, and Recovery of Funds for Illegal or Improper Activity (JAN 1997)
52.203-10	Price or Fee Adjustment for Illegal or Improper Activity (JAN 1997)
52.203-13	Contractors Code of Business Ethics and Code (APR 2010)
52.203-14	Display of Hotline Poster(s)(DEC 2007) [Posters may be obtained from the NASA Office of Inspector General, Code W, Washington DC, 20546-0001, (202) 258-1220]
52.204-4	Printed or Copied Double-Sided on Recycled Paper (AUG 2000)
52.204-7	Central Contractor Registration (APR 2008)
52.204-9	Personal Identify Verification of Contractor Personnel (SEP 2007)
52.209-6	Protecting the Government's Interest when Subcontracting with Contractors Debarred, Suspended, or Proposed for Debarment (SEP 2006)
52.211-15	Defense Priority and Allocation Requirements (APR 2008)
52.215-8	Order of Precedence-Uniform Contract Format (OCT 1997)
52.215-10	Price Reduction for Defective Cost or Pricing Data (OCT 1997)
52.215-11	Price Reduction for Defective Cost and Pricing Data-Modifications (OCT 1997)
52.215-13	Subcontractor Cost and Pricing Data-Modifications (OCT 1997)
52.215-14	Integrity of Unit Prices (OCT 1997)
52.215-15	Pension Adjustments and Asset Reversions (OCT 2004)
52.215-17	Waiver of Facilities Capital Cost of Money (OCT 1997)

Clause No.	**Title**
52.215-18	Reversion or Adjustment of Plans for Postretirement Benefits (PRB) Other Than Pensions (JUL 2005)
52.215-21	Requirements for Cost or Pricing Data or Information Other Than Cost or Pricing Data-Modifications (OCT 1997)
52.216-18	Ordering (OCT 1995) (NOTE: See Clauses **B.7**, **B.8**, **H.24** & **H.25**)
52.216-19	Order Limitations (OCT 1995)
52-216-22	Indefinite Quantity (OCT 1995)
52.217-2	Cancellation Under Multi-year Contracts (OCT 1997)
52.217-7	Option for Increased Quantity- Separately Priced Line Items (MAR 1989) (See Clause **F.8)**
52.217-8	Option to Extend Services (52.217-8) (NOV 1999))[Insert "contract period of performance".]
52.217-9	Option to Extend the Term of the Contract (MAR 2000) (See Clause **F.7**)
52.219-8	Utilization of Small Business Concerns (MAY 2004)
52.219-9	Small Business Subcontracting Plan (JUL 2010) Alt II (OCT 2001)
52.219-9	Small Business Subcontracting Plan (DEVIATION 2013-O0014) (AUG 2013)
52.219-16	Liquidated Damages -- Subcontracting Plan (JAN 1999)
52.219-25	Small Disadvantaged Business Participation Program - Disadvantaged Status and Reporting (APR 2008)
52.219-28	Post-Award Small Business Program Representation (APR 2009)
52.222-1	Notice to the Government of Labor Disputes (FEB 1997)
52.222-3	Convict Labor (JUN 2003)
52.222-4	Contract Work Hours and Safety Standards -- Overtime Compensation (JUL 2005)
52.222-19	Child Labor –Cooperation with Authorities and Remedies (JUL 2010)
52.222-21	Prohibition of Segregated Facilities (FEB 1999)
52.222-26	Equal Opportunity (MAR 2007)
52.222-35	Equal Opportunity for Special Disabled Veterans, Veterans of the Vietnam Era, and Other Eligible Veterans (SEP 2006)
52.222-36	Affirmative Action for Workers with Disabilities (JUN 1998)
52.222-37	Employment Reports on Special Disabled Veterans, Veterans of the Vietnam Era, and Other Eligible Veterans (SEP 2006)
52.222-41	Service Contract Act of 1965 (NOV 2007)
52.222-43	Fair Labor Standards Act and Service Contract Act- Price Adjustment (Multiple Year and Option Contracts) (NOV 2006)
52.222-50	Combating Trafficking in Persons (FEB 2009)
52.222-54	Employment Eligibility Verification (JAN 2009)
52.222-99	Notification of Employee Rights under the National Labor Relations Act (DEVIATION) (JUNE 2010)
52.223-2	Affirmative Procurement of Bio-based Products Under Service and Construction Contracts (DEC 2007)

52.223-4	Recovered Material Certification (MAY 2008)
52.223-5	Pollution Prevention and Right-to-Know Information (AUG 2003)
Clause No.	**Title**
52.223-6	Drug-Free Workplace (MAY 2001)
52.223-9	Estimate of Percentage of Recovered Material Content for EPA-Designated Items (MAY 2008)
52.223-10	Waste Reduction Program (AUG 2000)
52.223-15	Energy Efficiency in Energy-Consuming Products (DEC 2007)
52.223-16	IEEE 1680 Standard for the Environmental Assessment of Personal Computer Products (DEC 2007)
52.223-17	Affirmative Procurement of EPA-designated Items in Service and Construction Contracts (MAY 2008)
52.224-1	Privacy Act Notification (APR 1984)
52.224-2	Privacy Act (APR 1984)
52.225-1	Buy American Act- Supplies (FEB 2009)
52.225-13	Restrictions on Certain Foreign Purchases (JUN 2008)
52.227-1	Authorization and Consent (DEC 2007)
52.227-2	Notice and Assistance Regarding Patent and Copyright Infringement (DEC 2007)
52.227-3	Patent Indemnity (APR 1984)
52.227-10	Filing of Patent Applications- Classified Subject Matter (DEC 2007)
52.227-14	Rights in Data -- General (DEC 2007) -- As Modified by NASA FAR Supplement 1852.227-14
52.227-16	Additional Data Requirements (JUN 1987)
52.228-5	Insurance - Work on a Government Installation (JAN 1997)
52.229-3	Federal, State, and Local Taxes (APR 2003)
52.230-2	Cost Accounting Standards (OCT 2008)
52.230-6	Administration of Cost Accounting Standards (JUN 2010)
52.232.1	Payments (Apr 1984)
52.232.8	Discounts for Prompt Payment (FEB 2002)
52.232-9	Limitation on Withholding of Payments (APR 1984)
52.232.11	Extras (APR 1984)
52.232-17	Interest (OCT 2008)
52.232-18	Availability of Funds (APR 1984)
52.232-23	Assignment of Claims (JAN 1986)
52.232-25	Prompt Payment (OCT 2008)
52.232-33	Payment by Electronic Funds Transfer-Central Contractor Registration (OCT 2003)
52.233-1	Disputes (JUL 2002) – ALT I (DEC 1991)
52.233-3	Protest After Award (AUG 1996)
52.233-4	Applicable Law for Breach of Contract Claim (OCT 2004)
52.237-2	Protection of Government Buildings, Equipment, and Vegetation (APR 1984)
52.237-3	Continuity of Services (JAN 1991) (See Clause F.7)
52.239-1	Privacy or Security Safeguards (AUG 1996)
52.242-1	Notice of Intent to Disallow Costs (APR 1984)
52.242-13	Bankruptcy (JUL 1995)

52.243-1	Changes – Fixed Price (AUG 1987) -- Alternate II (Apr 1984)
Clause No.	**Title**
52.244-2	Subcontracts (JUN 2007)[Insert "See Clause H.15" in (d) and "N/A" in (j)]
52.244-6	Subcontracts for Commercial Items (JUN 2010)
52.245-1	Government Property (AUG 2010)
52.245-9	Use and Charges (AUG 2010)
52.246-25	Limitations of Liability – Services (FEB 1997)
52.247-1	Commercial Bill of Lading Notations (FEB 2006)
52.249-4	Termination for Convenience of the Government(Services) (APR 1984)
52.249-8	Default (Fixed-Price Supply and Service) (APR 1984)
52.251-1	Government Supply Sources (AUG 2010)
52.253-1	Computer Generated Forms (JAN 1991)

B. NASA/FAR SUPPLEMENT (48 CFR CHAPTER 18) CLAUSES

Clause No.	**Title**
1852.219-74	Use of Rural Area Small Businesses (SEP 1990)
1852.219-75	Small Business Subcontracting Reporting (MAY 1999)
1852.219-76	NASA 8 Percent Goal (JUL 1997)
1852.219-79	NASA Mentor Requirements and Evaluation
1852.227-86	Commercial Computer Software – Licensing (DEC 1987)
1852.228-75	Minimum Insurance Coverage (OCT 1988)
1852.237-70	Emergency Evacuation Procedures (DEC 1988)

(End of Clause)

I.2 REPRESENTATIONS, CERTIFICATIONS, AND OTHER STATEMENTS OF OFFERORS OR QUOTERS INCORPORATED BY REFERENCE (MSFC - 52.252-90) (FEB 2001)

The Representations, Certifications, and Other Statements of Offerors or Quoters (Section **K** of the solicitation document) as completed by the Contractor are hereby incorporated in their entirety by reference, with the same force and effect as if they were given in full text.

(End of Clause)

I.3 STATEMENT OF EQUIVALENT RATES FOR FEDERAL HIRES (52.222-42) (MAY 1989)

In compliance with the Service Contract Act of 1965, (SCA) as amended, and the regulations of the Secretary of Labor (29 CFR Part 4), this clause identifies the classes of service employees expected to be employed under the contract and states the wages and fringe benefits payable to each if they were employed by the contracting agency subject to the provisions of 5 U.S.C. 5341 or 5332.

THIS STATEMENT IS FOR INFORMATION ONLY, IT IS NOT A WAGE DETERMINATION

A. Classification, Grades and Rates

Classification	Grades	Rates
Computer Programmer I	GS-05	14.95
Computer Programmer II	GS-07	18.52
Computer Programmer III	GS-09	22.65
Computer Programmer IV	GS-11	27.41
Computer Analyst I	GS-09	22.65
Computer Analyst II	GS-11	27.41
Computer Analyst III	GS-12	32.86
Secretary II	GS-05	14.95
General Clerk II	GS-03	11.90
General Clerk III	GS-04	13.36

COLLECTIVE BARGAINING AGREEMENT JOB CLASSIFICATIONS:

NONE

B. Fringe Benefits (applicable to all classifications)

1. Insurance and Health Programs
   Life, accident, and health insurance and sick leave programs (25 percent of basic hourly rate).

2. Holidays

   a. New Year's Day
   b. Martin Luther King, Jr. Day
   c. Presidents' Day
   d. Memorial Day
   e. Independence Day
   f. Labor Day
   g. Columbus Day
   h. Veterans Day
   i. Thanksgiving Day
   j. Christmas Day

3. Vacation or Paid Leave

a. 2 hours of annual leave each week for an employee with less than three years of service.
b. 3 hours of annual leave each week for an employee with three but less than fifteen years of service.
c. 4 hours of annual leave each week for an employee with fifteen or more years of service.

4. Retirement
1.5 percent of basic hourly rate plus Thrift Savings Plan plus Social Security.

(End of Clause)

I.4 NOTIFICATION OF OWNERSHIP CHANGES (52.215-19) (OCT 1997)

(a) The Contractor shall make the following notifications in writing:

(1) When the Contractor becomes aware that a change in its ownership has occurred, or is certain to occur, that could result in changes in the valuation of its capitalized assets in the accounting records, the Contractor shall notify the Administrative Contracting Officer (ACO) within 30 days.

(2) The Contractor shall also notify the ACO within 30 days whenever changes to asset valuations or any other cost changes have occurred or are certain to occur as a result of a change in ownership.

(b) The Contractor shall—

(1) Maintain current, accurate, and complete inventory records of assets and their costs;

(2) Provide the ACO or designated representative ready access to the records upon request;

(3) Ensure that all individual and grouped assets, their capitalized values, accumulated depreciation or amortization, and remaining useful lives are identified accurately before and after each of the Contractor's ownership changes; and

(4) Retain and continue to maintain depreciation and amortization schedules based on the asset records maintained before each Contractor ownership change.

(c) The Contractor shall include the substance of this clause in all subcontracts under this contract that meet the applicability requirement of FAR 15.408(k).

(End of clause)

I.5 PERSONAL IDENTITY VERIFICATION OF CONTRACTOR PERSONNEL (52.204-9) (SEP 2007)

a) The Contractor shall comply with agency personal identity verification procedures identified in the contract that implement Homeland Security Presidential Directive-12 (HSPD-12), Office of Management and Budget (OMB) guidance M-05-24, as amended, and Federal Information Processing Standards Publication (FIPS PUB) Number 201, as amended.

b) The Contractor shall insert this clause in all subcontracts when the subcontractor is required to have routine physical access to a federally-controlled facility and/or routine access to a Federal information system.

Note: The agency personal identity verification procedures are provided in Attachment **J-15,** *Personal Identity Verification Procedures*.

(End of Clause)

I.6 APPROVAL OF CONTRACT (52.201-1) (DEC 1989)

This contract is subject to the written approval of the MSFC Procurement Officer and shall not be binding until so approved.

(End of Clause)

I.7 NOTIFICATION OF EMPLOYEE RIGHTS CONCERNING PAYMENT OF UNION DUES OR FEES (52.222-39) (DEC 2004)

a) Definition. As used in this clause--

United States means the 50 States, the District of Columbia, Puerto Rico, the Northern Mariana Islands, American Samoa, Guam, the U.S. Virgin Islands, and Wake Island.

b) Except as provided in paragraph (e) of this clause, during the term of this contract, the Contractor shall post a notice, in the form of a poster, informing employees of their rights concerning union membership and payment of union dues and fees, in conspicuous places in and about all its plants and offices, including all places where notices to employees are customarily posted. The notice shall include the following information (except that the information pertaining to National Labor Relations Board shall not be included in notices posted in the plants or offices of carriers subject to the Railway Labor Act, as amended (45 U.S.C. 151-188)).

Notice to Employees

Under Federal law, employees cannot be required to join a union or maintain membership in a union in order to retain their jobs.

Under certain conditions, the law permits a union and an employer to enter into a union-security agreement requiring employees to pay uniform periodic dues and initiation fees. However, employees who are not union members can object to the use of their payments for certain purposes and can only be required to pay their share of union costs relating to collective bargaining, contract administration, and grievance adjustment.

If you do not want to pay that portion of dues or fees used to support activities not related to collective bargaining, contract administration, or grievance adjustment, you are entitled to an appropriate reduction in your payment. If you believe that you have been required to pay dues or fees used in part to support activities not related to collective bargaining, contract administration, or grievance adjustment, you may be entitled to a refund and to an appropriate reduction in future payments.

For further information concerning your rights, you may wish to contact the National Labor Relations Board (NLRB) either at one of its Regional offices or at the following address or toll free number:

National Labor Relations Board

Division of Information
1099 14th Street, N.W.
Washington, DC 20570
1-866-667-6572
1-866-316-6572 (TTY)

To locate the nearest NLRB office, see NLRB's website at http://www.nlrb.gov.

c) The Contractor shall comply with all provisions of Executive Order 13201 of February 17, 2001, and related implementing regulations at 29 CFR part 470, and orders of the Secretary of Labor.

d) In the event that the Contractor does not comply with any of the requirements set forth in paragraphs (b), (c), or (g), the Secretary may direct that this contract be cancelled, terminated, or suspended in whole or in part, and declare the Contractor ineligible for further GOVERNMENT contracts in accordance with procedures at 29 CFR part 470, Subpart B--Compliance Evaluations, Complaint Investigations and Enforcement Procedures. Such other sanctions or remedies may be imposed as are provided by 29 CFR part 470, which implements Executive Order 13201, or as are otherwise provided by law.

e) The requirement to post the employee notice in paragraph (b) does not apply to--

1) Contractors and subcontractors that employ fewer than 15 persons;

2) Contractor establishments or construction work sites where no union has been formally recognized by the Contractor or certified as the exclusive bargaining representative of the Contractor's employees;

3) Contractor establishments or construction work sites located in a jurisdiction named in the definition of the United States in which the law of that jurisdiction forbids enforcement of union-security agreements;

4) Contractor facilities where upon the written request of the Contractor, the Department of Labor Deputy Assistant Secretary for Labor-Management Programs has waived the posting requirements with respect to any of the Contractor's facilities if the Deputy Assistant Secretary finds that the Contractor has demonstrated that--

i) The facility is in all respects separate and distinct from activities of the Contractor related to the performance of a contract; and

ii) Such a waiver will not interfere with or impede the effectuation of the Executive order; or

5) Work outside the United States that does not involve the recruitment or employment of workers within the United States.

f) The Department of Labor publishes the official employee notice in two variations; one for Contractors covered by the Railway Labor Act and a second for all other Contractors. The Contractor shall--

1) Obtain the required employee notice poster from the Division of Interpretations and Standards, Office of Labor-Management Standards, U.S. Department of Labor, 200 Constitution Avenue, NW, Room N-5605, Washington, DC 20210, or from any field office of the Department's Office of Labor-Management Standards or Office of Federal Contract Compliance Programs;

2) Download a copy of the poster from the Office of Labor-Management Standards website at http://www.olms.dol.gov; or

3) Reproduce and use exact duplicate copies of the Department of Labor's official poster.

g) The Contractor shall include the substance of this clause in every subcontract or purchase order that exceeds the simplified acquisition threshold, entered into in connection with this contract, unless exempted by the Department of Labor Deputy Assistant Secretary for Labor-Management Programs on account of special circumstances in the national interest under authority of 29 CFR 470.3(c). For indefinite quantity subcontracts, the Contractor shall include the substance of this clause if the value of orders in any calendar year of the subcontract is expected to exceed the simplified acquisition threshold. Pursuant to 29 CFR part 470, Subpart B--Compliance Evaluations, Complaint Investigations and Enforcement Procedures, the

Secretary of Labor may direct the Contractor to take such action in the enforcement of these regulations, including the imposition of sanctions for noncompliance with respect to any such subcontract or purchase order. If the Contractor becomes involved in litigation with a subcontractor or vendor, or is threatened with such involvement, as a result of such direction, the Contractor may request the United States, through the Secretary of Labor, to enter into such litigation to protect the interests of the United States.

(End of Clause)

I.8 AUTHORIZED DEVIATIONS IN CLAUSES (52.252-6) (APR 1984)

a) The use in this solicitation or contract of any Federal Acquisition Regulation (48 CFR Chapter 1) clause with an authorized deviation is indicated by the addition of "(DEVIATION)" after the date of the clause.

b) The use in this solicitation or contract of any [insert regulation name] (48 CFR [ ]) clause with an authorized deviation is indicated by the addition of "(DEVIATION)" after the name of the regulation.

(End of Clause)

I.9 SECURITY REQUIREMENTS FOR UNCLASSIFIED INFORMATION TECHNOLOGY RESOURCES (1852.204-76) (OCT 2009 (CLASS DEVIATION)

(a) The Contractor shall protect the confidentiality, integrity, and availability of NASA Electronic Information and IT resources and protect NASA Electronic Information from unauthorized disclosure.

(b) This clause is applicable to all NASA contractors and subcontractors that process, manage, access, or store unclassified electronic information, to include Sensitive But Unclassified (SBU) information, for NASA in support of NASA's missions, programs, projects and/or institutional requirements. Applicable requirements, regulations, policies, and guidelines are identified in the Applicable Documents List (ADL) provided as an attachment to the contract. The documents listed in the ADL can be found at: www.nasa.gov/offices/ocio/itsecurity/index.html. For policy information considered sensitive, the documents will be identified as such in the ADL and made available through the Contracting Officer.

(c) Definitions

(1) IT resources means any hardware or software or interconnected system or subsystem of equipment, that is used to process, manage, access, or store electronic information.

(2) NASA Electronic Information is any data (as defined in the Rights in Data clause of this contract) or information (including information incidental to contract administration, such as financial, administrative, cost or pricing, or management information) that is processed, managed, accessed or stored on an IT system(s) in the performance of a NASA contract.

(3) IT Security Management Plan -- This plan shall describe the processes and procedures that will be followed to ensure appropriate security of IT resources that are developed, processed, or used under this contract.

(4) IT Security Plan – this is a FISMA requirement; see the ADL for applicable requirements.

Within 30 days after contract award, the Contractor shall develop and deliver an IT Security Management Plan. The delivery address and approval authority will be included in the ADL.

All contractor personnel requiring physical or logical access to NASA IT resources must complete NASA's annual IT Security Awareness training. Refer to the IT Training policy located in the IT Security website at https://itsecurity.nasa.gov/policies/index.html.

(d) The Contractor shall afford Government access to the Contractor's and subcontractors' facilities, installations, operations, documentation, databases, and personnel used in performance of the contract. Access shall be provided to the extent required to carry out a program of IT inspection (to include vulnerability testing), investigation and audit to safeguard against threats and hazards to the integrity, availability, and confidentiality of NASA Electronic Information or to the function of IT systems operated on behalf of NASA, and to preserve evidence of computer crime.

(e) At the completion of the contract, the contractor shall return all NASA information and IT resources provided to the Contractor during the performance of the contract in accordance with retention documentation available in the ADL. The Contractor shall provide a listing of all NASA Electronic information and IT resources generated in performance of the contract. At that time, the Contractor shall request disposition instructions from the Contracting Officer. The Contracting Officer will provide disposition instructions within 30 calendar days of the contractor's request.

(f) The Contracting Officer may waive specific requirements of this clause upon request of the contractor. The Contractor shall provide all relevant information requested by the Contracting Officer to support the waiver request.

The Contractor shall insert this clause, including this paragraph in all subcontracts that process, manage, access or store NASA Electronic Information in support of the mission of the Agency.

(End of clause)

I.10 OMBUDSMAN (1852.215-84) (OCT 2003) ALT 1 (JUN 2000)

(a) An ombudsman has been appointed to hear and facilitate the resolution of concerns from offerors, potential offerors, and Contractors during the preaward and postaward phases of this acquisition. When requested, the ombudsman will maintain strict confidentiality as to the source of the concern. The existence of the ombudsman is not to diminish the authority of the contracting officer, the Source Evaluation Board, or the selection official. Further, the ombudsman does not participate in the evaluation of proposals, the source selection process, or the adjudication of formal contract disputes. Therefore, before consulting with an ombudsman, interested parties must first address their concerns, issues, disagreements, and/or recommendations to the contracting officer for resolution.

(b) If resolution cannot be made by the contracting officer, interested parties may contact the installation ombudsman, [ROBIN N. HENDERSON, DEO1, NASA/MSFC SPACE FLIGHT CENTER, MSFC, AL 35812, TELEPHONE- 256-544-1919, FAX – 256-544-7920, e-mail Robin.N.Henderson@nasa.gov]. Concerns, issues, disagreements, and recommendations which cannot be resolved at the installation may be referred to the NASA ombudsman, the Director of the Contract Management Division, at 202-358-0445, facsimile 202-358-3083, e-mail james.a.balinskas@nasa.gov. Please do not contact the ombudsman to request copies of the solicitation, verify offer due date, or clarify technical requirements. Such inquiries shall be directed to the Contracting Officer or as specified elsewhere in this document.

(c) If this is a task or delivery order contract, the ombudsman shall review complaints from Contractors and ensure they are afforded a fair opportunity to be considered, consistent with the procedures of the contract.

(End of Clause)

I.11 NASA 8 PERCENT GOAL (1852.219-76) (JUL 1997)

(a) Definitions.

"Historically Black Colleges or University," as used in this clause, means an institution determined by the Secretary of Education to meet the requirements of 34 CFR Section 608.2. The term also includes any nonprofit research institution that was an integral part of such a college or university before November 14, 1986.

"Minority institutions," as used in this clause, means an institution of higher education meeting the requirements of section 1046(3) of the Higher Education Act of 1965 (20 U.S.C. 1135d-5(3)) which for the purposes of this clause includes a Hispanic-serving institution of higher education as defined in section 316(b)(1) of the Act (20 U.S.C. 1059c(b)(1)).

"Small disadvantaged business concern," as used in this clause, means a small business concern that (1) is at least 51 percent unconditionally owned by one or more individuals who are both socially and economically disadvantaged, or a publicly owned business having at least 51 percent of its stock unconditionally owned by one or more socially and economically disadvantaged individuals, and (2) has its management and daily business controlled by one or more such individuals. This term also means a small business concern that is at least 51 percent unconditionally owned by an economically disadvantaged Indian tribe or Native Hawaiian Organization, or a publicly owned business having at least 51 percent of its stock unconditionally owned by one or more of these entities, which has its management and daily business controlled by members of an economically disadvantaged Indian tribe or Native Hawaiian Organization, and which meets the requirements of 13 CFR 124.

"Women-owned small business concern," as used in this clause, means a small business concern (1) which is at least 51 percent owned by one or more women or, in the case of any publicly owned business, at least 51 percent of the stock of which is owned by one or

more women, and (2) whose management and daily business operations are controlled by one or more women.

(b) The NASA Administrator is required by statute to establish annually a goal to make available to small disadvantaged business concerns, Historically Black Colleges and Universities, minority institutions, and women-owned small business concerns, at least 8 percent of NASA's procurement dollars under prime contracts or subcontracts awarded in support of authorized programs, including the space station by the time operational status is obtained.

(c) The Contractor hereby agrees to assist NASA in achieving this goal by using its best efforts to award subcontracts to such entities to the fullest extent consistent with efficient contract performance.

(d) Contractors acting in good faith may rely on written representations by their subcontractors regarding their status as small disadvantaged business concerns, Historically Black Colleges and Universities, minority institutions, and women-owned small business concerns.

(End of Clause)

I.12 ACCESS TO SENSITIVE INFORMATION (1852.237-72) (JUN 2005)

(a) As used in this clause, "sensitive information" refers to information that a Contractor has developed at private expense, or that the GOVERNMENT has generated that qualifies for an exception to the Freedom of Information Act, which is not currently in the public domain, and which may embody trade secrets or commercial or financial information, and which may be sensitive or privileged.

(b) To assist NASA in accomplishing management activities and administrative functions, the Contractor shall provide the services specified elsewhere in this contract.

(c) If performing this contract entails access to sensitive information, as defined above, the Contractor agrees to -

(1) Utilize any sensitive information coming into its possession only for the purposes of performing the services specified in this contract, and not to improve its own competitive position in another procurement.

(2) Safeguard sensitive information coming into its possession from unauthorized use and disclosure.

(3) Allow access to sensitive information only to those employees that need it to perform services under this contract.

(4) Preclude access and disclosure of sensitive information to persons and entities outside of the Contractor's organization.

(5) Train employees who may require access to sensitive information about their obligations to utilize it only to perform the services specified in this contract and to safeguard it from unauthorized use and disclosure.

(6) Obtain a written affirmation from each employee that he/she has received and will comply with training on the authorized uses and mandatory protections of sensitive information needed in performing this contract.

(7) Administer a monitoring process to ensure that employees comply with all reasonable security procedures, report any breaches to the Contracting Officer, and implement any necessary corrective actions.

(d) The Contractor will comply with all procedures and obligations specified in its Organizational Conflicts of Interest Avoidance Plan, which this contract incorporates as a compliance document.

(e) The nature of the work on this contract may subject the Contractor and its employees to a variety of laws and regulations relating to ethics, conflicts of interest, corruption, and other criminal or civil matters relating to the award and administration of government contracts. Recognizing that this contract establishes a high standard of accountability and trust, the GOVERNMENT will carefully review the Contractor's performance in relation to the mandates and restrictions found in these laws and regulations. Unauthorized uses or disclosures of sensitive information may result in termination of this contract for default, or in debarment of the Contractor for serious misconduct affecting present responsibility as a government Contractor.

(f) The Contractor shall include the substance of this clause, including this paragraph (f), suitably modified to reflect the relationship of the parties, in all subcontracts that may involve access to sensitive information.

(End of Clause)

I.13 RELEASE OF SENSITIVE INFORMATION (1852.237-73) (JUN 2005)

(a) As used in this clause, "sensitive information" refers to information, not currently in the public domain, that the Contractor has developed at private expense, that may embody trade secrets or commercial or financial information, and that may be sensitive or privileged.

(b) In accomplishing management activities and administrative functions, NASA relies heavily on the support of various service providers. To support NASA activities and functions, these service providers, as well as their subcontractors and their individual employees, may need access to sensitive information submitted by the Contractor under this contract. By submitting this proposal or performing this contract, the Contractor agrees that NASA may release to its service providers, their subcontractors, and their individual employees, sensitive information submitted during the course of this procurement, subject to the enumerated protections mandated by the clause at 1852.237-72, *Access to Sensitive Information*.

(c) (1) The Contractor shall identify any sensitive information submitted in support of this proposal or in performing this contract. For purposes of identifying sensitive information, the Contractor may, in addition to any other notice or legend otherwise required, use a notice similar to the following:

Mark the title page with the following legend:

This proposal or document includes sensitive information that NASA shall not disclose outside the Agency and its service providers that support management activities and administrative functions. To gain access to this sensitive information, a service provider's contract must contain the clause at NFS 1852.237-72, *Access to Sensitive Information*. Consistent with this clause, the service provider shall not duplicate, use, or disclose the information in whole or in part for any purpose other than to perform the services specified in its contract. This restriction does not limit the GOVERNMENT's right to use this information if it is obtained from another source without restriction. The information subject to this restriction is contained in pages [insert page numbers or other identification of pages]. Mark each page of sensitive information the Contractor wishes to restrict with the following legend:

Use or disclosure of sensitive information contained on this page is subject to the restriction on the title page of this proposal or document.

(2) The Contracting Officer shall evaluate the facts supporting any claim that particular information is "sensitive." This evaluation shall consider the time and resources necessary to protect the information in accordance with the detailed safeguards mandated by the clause at 1852.237-72, *Access to Sensitive Information*. However, unless the Contracting Officer decides, with the advice of Center counsel, that reasonable grounds exist to challenge the Contractor's claim that particular information is sensitive, NASA and its service providers and their employees shall comply with all of the safeguards contained in paragraph (d) of this clause.

(d) To receive access to sensitive information needed to assist NASA in accomplishing management activities and administrative functions, the service provider must be operating under a contract that contains the clause at 1852.237-72, *Access to Sensitive Information*. This clause obligates the service provider to do the following:

(1) Comply with all specified procedures and obligations, including the Organizational Conflicts of Interest Avoidance Plan, which the contract has incorporated as a compliance document.

(2) Utilize any sensitive information coming into its possession only for the purpose of performing the services specified in its contract.

(3) Safeguard sensitive information coming into its possession from unauthorized use and disclosure.

(4) Allow access to sensitive information only to those employees that need it to perform services under its contract.

(5) Preclude access and disclosure of sensitive information to persons and entities outside of the service provider's organization.

(6) Train employees who may require access to sensitive information about their obligations to utilize it only to perform the services specified in its contract and to safeguard it from unauthorized use and disclosure.

(7) Obtain a written affirmation from each employee that he/she has received and will comply with training on the authorized uses and mandatory protections of sensitive information needed in performing this contract.

(8) Administer a monitoring process to ensure that employees comply with all reasonable security procedures, report any breaches to the Contracting Officer, and implement any necessary corrective actions.

(e) When the service provider will have primary responsibility for operating an information technology system for NASA that contains sensitive information, the service provider's contract shall include the clause at 1852.204-76, *Security Requirements for Unclassified Information Technology Resources*. The Security Requirements clause requires the service provider to implement an Information Technology Security Plan to protect information processed, stored, or transmitted from unauthorized access, alteration, disclosure, or use. Service provider personnel requiring privileged access or limited privileged access to these information technology systems are subject to screening using the standard National Agency Check (NAC) forms appropriate to the level of risk for adverse impact to NASA missions. The Contracting Officer may allow the service provider to conduct its own screening, provided the service provider employs substantially equivalent screening procedures.

(f) This clause does not affect NASA's responsibilities under the Freedom of Information Act.

(g) The Contractor shall insert this clause, including this paragraph (g), suitably modified to reflect the relationship of the parties, in all subcontracts that may require the furnishing of sensitive information.

(End of Clause)

I.14 RESTRICTION ON FUNDING ACTIVITY WITH CHINA (1852.225-71)

(a) Definition - “China” or “Chinese-owned company” means the People’s Republic of China, any company owned by the People’s Republic of China or any company incorporated under the laws of the People’s Republic of China.

(b) Public Laws 112-10, Section 1340(a) and 112-55, Section 539, restrict NASA from contracting to participate, collaborate, coordinate bilaterally in any way with China or a Chinese-owned company using funds appropriated on or after April 25, 2011. Contracts for commercial and non developmental items are exempted from the prohibition because

they constitute purchase of goods or services that would not involve participation, collaboration, or coordination between the parties.

(c) This contract may use restricted funding that was appropriated on or after April 25, 2011. The contractor shall not contract with China or Chinese-owned companies for any effort related to this contract except for acquisition of commercial and non-developmental items. If the contractor anticipates making an award to China or Chinese-owned companies, the contractor must contact the contracting officer to determine if funding on this contract can be used for that purpose.

(d) Subcontracts - The contractor shall include the substance of this clause in all subcontracts made hereunder.

(End of Clause)

I.15 Notification Prior to Acquiring Information Technology Systems from Entities Owned, Directed or Subsidized by the People's Republic of China (1852.225-74)

(a) Definitions –

"Acquire" means procure with appropriated funds by and for the use of NASA through purchase or lease.

"Entity owned, directed or subsidized by the People's Republic of China" means any organization incorporated under the laws of the People's Republic of China.

"Information Technology (IT) System" means the combination of hardware components, software, and other equipment to make a system whose core purpose is to accomplish a data processing need such as the automatic acquisition, storage, analysis, evaluation, manipulation, management, movement, control, display, switching, interchange, transmission or reception of data. IT systems include ground systems in support of flight hardware. IT systems do not include—

(i) Systems acquired by a contractor incidental to a contract;

(ii) Imbedded information technology that is used as an integral part of the product, but the principal function of which is not the acquisition, storage, analysis, evaluation, manipulation, management, movement, control, display, switching, interchange, transmission, or reception of data or information. For example, HVAC (heating, ventilation, and air conditioning) equipment such as thermostats or temperature control devices, and medical equipment where information technology is integral to its operation, are not information technology systems;

(iii) Services in support of IT systems, such as help desk services; or

(iv) Flight hardware, which includes aircraft, spacecraft, artificial satellites, launch vehicles, balloon systems, sounding rockets, on-board instrument and technology demonstration systems, and equipment operated on the International Space Station; as well as prototypes, and engineering or brass boards created and used to test, troubleshoot, and refine air- and spacecraft hardware, software and procedures.

(b) Section 516 of the Consolidated and Further Continuing Appropriation Act, 2013 (Pub. L.113-6), requires NASA's Office of the Chief Information Officer (OCIO) to assess the risk of cyber-espionage or sabotage of an information technology (IT) system that is produced, manufactured, or assembled by an entity owned, directed or subsidized

by the People's Republic of China (PRC). The Government retains the right to reject any IT system tendered for acceptance under this Contract, without any further recourse by, or explanation to, the Contractor, if the Government determines the IT system, in whole or in part, presents an unacceptable risk to national security.

(c) The Contractor shall obtain the approval of the Contracting Officer before acquiring any IT system(s) from entities owned, directed or subsidized by the People's Republic of China under this contract. Any Contractor request to use such items shall include adequate information for Government evaluation of the request, including—

(1) A brief description of the item(s); and

(2) Vendor/manufacturer's company name and address;

(d) The Contracting Officer will provide the list referenced in paragraph (b) to the NASA Office of the Chief Information Officer (OCIO) which will assess the risk of cyber-espionage or sabotage and make a determination if the acquisition of such system is in the national interest. Only items so approved shall be provided under the contract.

(End of clause)

[END OF SECTION]

PART III – LIST OF DOCUMENTS, ATTACHMENTS, AND OTHER ATTACHMENTS

SECTION J - LIST OF DOCUMENTS, ATTACHMENTS AND OTHER ATTACHMENTS

SECTION J - LIST OF DOCUMENTS, ATTACHMENTS AND OTHER ATTACHMENTS (CONT'D)

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ATTACHMENT J-11	NEACC Certification and Training Requirements	J-11-1
ATTACHMENT J-12	Safety, Health, and Environmental (SHE) Plan	J-12-1
ATTACHMENT J-13	Acronyms and Abbreviations	J-13-1 - J-13-12
ATTACHMENT J-14	EAST Task Orders	J-14-1
ATTACHMENT J-15	Personal Identity Verification Procedures	J-15-1 – J-15-4
ATTACHMENT J-16	RESERVED	J-16-1
ATTACHMENT J-17	NEACC Process Guidelines	J-17-1
ATTACHMENT J-18	RESERVED	J-18-1
ATTACHMENT J-19	RESERVED	J-19-1
ATTACHMENT J-20	NEACC End-user Forums	J-20-1 – J-20-2
ATTACHMENT J-21	Resource Baseline	J-21-1 – J-21-5
ATTACHMENT J-22	NEACC Support Systems	J-22-1 – J-22-2
ATTACHMENT J-23	Associate Contractor Agreements	J-23-1

OTHER ATTACHMENTS

SOLICITATION ATTACHMENTS

ATTACHMENT	DOCUMENT	PAGES
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SOLICITATION ATTACHMENTS (CONT'D)

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	A6 EAST ID/IQ Excel Pricing Model	L-A6-1 –L-A6-17
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ATTACHMENT L-D1	Approach for Continuity of ICE Operations	L-D1-1
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[END OF SECTION]

Attachment J-1
Performance Work Statement (PWS)

For

Enterprise Applications Service Technologies (EAST)

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1 ENTERPRISE APPLICATIONS SERVICE TECHNOLOGIES (EAST)

1.1 MISSION STATEMENT

Since its establishment, the National Aeronautics and Space Administration (NASA) (also referred to as the GOVERNMENT or the Agency) have continued to evolve as a result of changing missions and priorities. Similarly, NASA's Information Technology (IT) infrastructure is evolving toward a level of maturity that will allow it to successfully change NASA's existing IT environment into a seamless and truly integrated IT architecture. NASA recognizes that effectively and efficiently creating, researching, managing, preserving, protecting, and disseminating the information required to achieve the objectives of space exploration, as well as other NASA missions, is vital to mission success.

The nature of NASA's program implementation model requires extensive cross-Center collaboration which is vital to the planning, design, and development of mission-related capabilities and technology in the future. NASA, therefore, requires a seamless technical IT infrastructure to ensure interoperability both within programs and across Centers and facilities.

The EAST contract will develop a long-term outsourcing arrangement with the commercial sector to support the services provided by the NASA Enterprise Applications Competency Center (NEACC) located at the Marshall Space Flight Center in Huntsville, Alabama.

NASA considers its Enterprise Applications vital to its continuing success as the world leader in aeronautics, space exploration, and scientific research. NASA personnel use IT to support NASA's core business, scientific, research, and computational activities. It is imperative that the commercial sector deliver secure and cost-effective, IT services that meet NASA mission and program needs while achieving efficiency and high level customer satisfaction.

Within this framework, the task of the EAST Contractor (hereafter referred to as the Contractor) is to provide, manage, secure, and maintain IT services that meet the requirements as defined in this Performance Work Statement (PWS) and the I^3P Cross-Functional Performance Work Statement in Attachment **J-1**, Appendix **A**.

The primary purpose of the EAST contract is to provide the services necessary to operate the NASA Enterprise Applications Competency Center (NEACC). The NEACC provides services to operate, maintain, and enhance key Business and Mission-Supporting platforms, applications and infrastructure used across the Agency. In addition, the NEACC provides support for the extended Enterprise Applications stakeholder and end-user communities. As NASA focuses its attention on the successful accomplishment of its core mission objectives, it is imperative that all Enterprise Applications operate reliably and effectively. In addition, it is important that Enterprise Applications Services—as supporting functions—are offered at the best possible value, allowing more NASA funds to be directed toward NASA's core mission.

1.2 GOALS AND OBJECTIVES

The NASA Chief Information Officer (CIO) has established the following principles to guide tactical decisions and planning now and in the future:

- **MISSION ENABLING:** IT at NASA serves to enable NASA's mission.
- **INTEGRATED:** NASA will implement IT that enables integration of business (mission) processes and information across organizational boundaries.
- **EFFICIENT:** NASA will implement IT to achieve efficiencies and ensure that IT is efficiently implemented.
- **SECURE:** NASA will implement and sustain secure IT solutions.

Using these four principles as guidance, NASA is pursuing a strategy intended to:

a. Clearly define that the CIO shall provide reliable and efficient IT infrastructure services; and

b. Standardize and consolidate infrastructure to provide end-to-end visibility, improving security, reducing cost and enabling collaboration.

In direct support of these key principles and strategy, the following goals and objectives are established for the EAST contract:

Goal 1: Consolidate the provisioning of Enterprise Applications services across all NASA Centers and Facilities using a single Agency solution, where Enterprise Applications are defined by the Agency Office of Chief Information Officer.

Objectives:

a. Achieve operational efficiencies through standardized hardware and software solutions.

b. Improve service and end-user experience by providing standardized service delivery across all Centers and Facilities.

c. Increase insight into NASA’s IT assets.

d. Leverage economies of scale to obtain a lower overall cost on a per capita basis.

Goal 2: **Ensure NASA's mission is enabled by the Agency Enterprise Applications solution**

Objectives:

a. Provide a sufficiently flexible approach to meet the diverse needs of NASA's mission.
b. Serve as a mission enabler by appropriately infusing emerging technology and transforming Enterprise Applications service delivery as NASA's mission evolves.

Goal 3: **Improve NASA's IT security posture**

Objectives: For all Enterprise Applications Services within the EAST Scope:

a. Become the single provider of IT Security solutions
b. Provide a standardized, coordinated, and rapid response to IT Security issues
c. Implement consistent IT Security on services.
d. Secure systems in a manner that enables NASA's mission.

Goal 4: Improve the management of NASA's IT infrastructure

Objectives:

a. Provide a consistent and consolidated approach to developing and managing Enterprise Application Services in support of NASA IT Governance.
b. Operate and maintain the NASA Enterprise Applications managed by the NEACC.
c. Align service delivery with Information Technology Infrastructure Library (ITIL® Version 3.0).

Goal 5: Enable a mechanism for transformation of NASA's Enterprise Applications services in support of emerging mission requirements

Objectives:

a. Enable infusion of new technologies across the Agency through partnership between the GOVERNMENT and the EAST Contractor.
b. Assist Agency stakeholders and end-users of Enterprise Applications in the adoption of new technologies that enable NASA's mission while minimizing adverse impacts.
c. Infuse new technology while maintaining cost efficiencies.
d. Facilitate the Agency's Enterprise Applications services transformation through application of Government and industry best practices.

1.3 CHARACTERISTICS OF SUCCESS

The following characteristics are representative indicators of successful attainment of the above Goals and Objectives:

a. Seamless integration between NEACC operations and the other I^3P contracts is achieved.

b. EAST demonstrates an integrated, streamlined support of NEACC, the Agency, and Center governance model and processes.

c. Use of NEACC services becomes the preferred vehicle for the implementation, maintenance, and enhancement of the Agency's Enterprise Applications.

d. The NEACC and the EAST contract are routinely cited by Government and industry as a model for quality of service and cost containment.

e. Demonstration of improved Enterprise Applications services at a decreased price on an annual basis.

f. NASA mission organizations repeatedly seek out the NEACC to partner with in meeting their Enterprise Applications service needs.

g. The NEACC configuration control data, managed by the EAST Contractor, is an authoritative source for configuration management across the Agency.

h. Repeated achievement of indicators reflecting a strong IT security posture in IT infrastructure services. Examples include:

- The reduction in the number of IT Security incidents associated with NEACC systems always meeting or exceeding Agency metrics.
- Results from external reviews (Office of Management and Budget (OMB)/General Services Administration (GSA) report cards, third-party audits, etc.) are repeatedly positive in areas associated with the NEACC and EAST services.
- Seamless integration of NEACC operations and the NASA Security Operations Center (SOC) is achieved
- Certification and Accreditation is achieved on all NEACC systems with near zero Plan of Action & Milestones (POA&M) items.
- A contract management structure exists that supports infusion of emerging technologies in NEACC services, anticipates changing mission requirements, and implements robust and flexible change management.

1.4 GOVERNMENT RETAINED AUTHORITIES

The GOVERNMENT will retain a set of key authorities that encompass the overall service strategy and service design related to Enterprise Applications services. The GOVERNMENT will also retain authority for all demand management, governance, and approval functions associated with the NEACC and the EAST Contract.

Within the Project Office, a Project Manager (PM) will be responsible for oversight of NEACC operations. Management of the EAST contract will be carried out by the Contracting Officer (CO) and Contracting Officer's Technical Representative (COTR). In support of the COTR's responsibilities, NEACC Technical Monitors (TMs) may be appointed to provide local Center- and Facility-level oversight if required.

The roles and responsibilities described below are NEACC-specific retained authorities that encompass the overall service delivery functions related to Enterprise Applications and supporting services.

NEACC Management

The GOVERNMENT will retain authority for the overall NEACC Business and Operations Strategy, to include working with the Agency Business Systems Portfolio Manager and NASA Governance Boards, designing the overall strategy for the NEACC operations model, managing Service Level Agreements between the NEACC and its stakeholders, overseeing strategic Business Readiness activities, monitoring and managing the NEACC's performance and cost positions, and developing and implementing processes to continually address NASA's evolving Enterprise Applications requirements and the needs of all NEACC stakeholders.

NEACC Demand Management

The GOVERNMENT will retain authority for the overall Demand Management functions associated with the NEACC. Demand Management functions include oversight of all aspects of the Enterprise Applications Governance process, scheduling and facilitating Functional Control Board and Cross-Organizational Review (CORe) sessions, assisting NEACC stakeholders with the prioritization and approval of incoming requests, and collaborating closely with the EAST Contractor to ensure that available NEACC factory capacity is effectively utilized to address demand based on business priorities.

Business Process Support

The GOVERNMENT will retain authority for all Business Process Support functions across all Lines of Business. These functions include Business Process design, Business Process integration and optimization, concept development, implementation of NASA policy and regulatory decisions, customer relationship management with Agency stakeholders, process ownership, Internal Controls & Audit, coordination and oversight of support for quarterly financial statements, testing verification and validation of Contractor-performed testing, Line of Business Lead functions, and expert application monitoring and configuration in accordance with **DRD 1293MA-009**, *NEACC Process Guidelines*.

Enterprise Applications Strategy and Planning

The GOVERNMENT will retain authority for the Enterprise Applications Strategy and Planning functions across all Lines of Business. These functions include: approving technology and application roadmaps that address NASA's short and long-term Enterprise Applications needs; providing input and direction for Business Case Analyses in support of new Enterprise Applications service initiatives; managing the relationship with external service providers; establishing a point of view on technology optimization strategies; evaluating service initiatives within the broader Enterprise Architecture context; and providing an Enterprise perspective on Information Technology as it relates to NASA's Enterprise Applications Portfolios.

1.5 GENERAL DESCRIPTION OF WORK REQUIREMENTS

The EAST PWS describes comprehensive services for Enterprise Applications operations, maintenance, enhancement and end-user support. To accomplish this core mission, it will be necessary to apply a systematic, highly reliable and proven approach—based on ITIL version 3.0—to Enterprise Applications operations and support, thereby transitioning the NEACC to a streamlined, highly efficient "factory" model that satisfies customer demand while optimizing price performance. This PWS describes the NEACC core mission "factory" under PWS Sections 2.0, 3.0, and 5.0. The term "factory" is used to describe an environment that leverages fixed resources utilizing reliable, repeatable processes, best-practice competencies and techniques to manage an application portfolio in a highly efficient and high quality manner.

Given the fixed price constraints of the EAST contract, the GOVERNMENT has established a mechanism to quantify work in the NEACC factory within lower and upper limits. This mechanism is based on the concept of Application Points. Application Points provide a method for representing the complexity of a service request and for measuring the realized business value that results from the work performed to complete the request. Application Points are used in the EAST contract to provide an objective method for quantifying the volume of work accomplished by the EAST Contractor within the PWS 3.1 and PWS 3.2 service areas.

The GOVERNMENT has provided a set of guidelines and definitions, defined in Attachment **J-6**, *Application Point Requirements*, which establish a method for converting any service request entering the NEACC factory into Application Points. For work performed as part of PWS 3.1 Applications Maintenance and PWS 3.2 Applications Enhancement, the GOVERNMENT has established an annual range that defines the lower limit and upper limit of Application Points that will be completed by the EAST Contractor. The lower and upper limits for both PWS 3.1 and PWS 3.2 combined are defined in Attachment **J-6**, *Application Point Requirements.*

PWS Section 4.0 describes Indefinite Delivery/Indefinite Quantity (ID/IQ) Task Orders that NASA will issue on an as-needed basis for Applications Implementation services involving large application enhancement efforts that fall outside the defined scope of PWS Section 3.0. Examples of ID/IQ Task Order work include major application enhancements, the development of new Enterprise Applications, and the transitioning of existing Agency applications into the

NEACC. These implementation services are to be accomplished using the same PWS 5.0 Delivery Functions, processes, and requirements that support the NEACC factory, but will be acquired by means of ID/IQ task orders based on demand.

PWS Section 5.0 describes a set of Delivery Functions that represent skills, processes, and supporting activities that are leveraged to fulfill the requirements specified in this PWS. These Delivery Functions are required to support both the NEACC factory requirements, as well as ID/IQ Task Order work.

The Lines of Business supported by the NEACC include business processes grouped by functional area and significant general-use application platforms. The EAST Contractor will perform all requirements outlined in this PWS across all Lines of Business as described in Attachment **J-21**, *Resource Baseline,* **J-22**, *NEACC Support Systems,* and identified below:

- Financial (FIN)
- Logistics (LOG)
- Procurement (PROC)
- Human Capital and Workforce (HCW)
- Identity, Credential and Access Management (ICAM)
- Enterprise Service Bus (ESB)
- NEACC Support Systems (NSS)
- Business Intelligence (BI)

2 PROGRAM MANAGEMENT

Program Management consists of the key areas defined below that ensure all aspects of the EAST contract are managed efficiently and according to regulatory requirements, and that the specific needs of the GOVERNMENT with relationship to the EAST effort are continuously met. Program Management functions also establish the basis for a positive and collaborative working relationship between the GOVERNMENT and the Contractor. The Contractor shall provide Program Management as described in the following PWS elements.

2.1 CONTRACT MANAGEMENT

Contract Management, as defined for this PWS, encompasses the functions of contract administration as well as those of customer relationship management. Contract administration is aimed at managing the terms and conditions of the contract. Customer relationship management focuses on establishing a collaborative and mutually beneficial relationship between the GOVERNMENT and the Contractor.

No.	GOVERNMENT Requirements
	Contract Management Requirements
2.1.1	In performance of contract administration functions, the Contractor shall provide a local, single point of contact with contractual obligation authority for all contract administration functions and activities required in performance of this contract. This point of contact shall have access to all contract administration data and information related to performance of this contract.
2.1.2	RESERVED
2.1.3	The Contractor shall prepare and deliver an Option Decision Package in accordance with DRD 1293CD-001, *Option Decision Package*.

2.2 FINANCIAL MANAGEMENT

Financial Management consists of all business and financial functions required to meet the GOVERNMENT's reporting requirements.

No.	GOVERNMENT Requirements
	Financial Management Requirements
2.2.1	The Contractor shall provide price, financial and resource data that shall be tracked, accumulated and reported in accordance with DRD 1293MA-006, *EAST Documentation/Reports Matrix - Monthly Price Report*.
2.2.2	RESERVED
2.2.3	RESERVED

2.3 PROCUREMENT MANAGEMENT

Procurement Management consists of the acquisition activities required to perform the services and functions specified in the PWS and to accomplish the EAST mission.

No.	GOVERNMENT Requirements
	Procurement Management Requirements
2.3.1	The Contractor shall be responsible for the acquisition of resources to accomplish the EAST mission, which shall be deliverable under this contract with title vested to the GOVERNMENT. These resources shall include, but are not limited to, software, services, maintenance and licensing.
2.3.2	The Contractor shall provide software support agreements as identified in Attachment **J-5D**, *EAST Software Maintenance Price Schedule*. (NOTE to Offeror: The Offeror may propose to substitute an alternative for software products identified in Attachment **L-B2**, *Background and Historical, Inventory of Software Maintenance Agreements,* which have been designated as "Substitution Allowed". Corporate licensing agreements may be utilized for the pricing of any software identified in Attachment **J-5D**.)
2.3.3	The Contractor shall track and make available to the GOVERNMENT the status of all individual procurements from purchase request through final purchase order, delivery, and acceptance.
2.3.4	The Contractor shall provide all supplies, materials, and services (not otherwise furnished by the GOVERNMENT) required for performing the services and functions specified in the PWS to accomplish the EAST mission.

No.	GOVERNMENT Requirements
	Procurement Management Requirements
2.3.5	The Contractor shall implement and maintain procurement controls including Contractor policies and procedures governing standards of conduct, procurement processes and practices, and prevention of waste, fraud, and mismanagement.

2.4 PROGRAM SUPPORT

Program Support encompasses activities associated with external and internal NEACC reporting and other program requirements.

No.	GOVERNMENT Requirements
	Program Support Requirements
2.4.1	The Contractor shall prepare and conduct monthly EAST management reviews in accordance with DRD 1293MA-004, *Monthly Progress Report*.
2.4.2	The Contractor shall track official communications with the Contracting Officer's Technical Representative (COTR) such as requests for information, and transmittals, and provide status concerning all such communications.
2.4.3	The Contractor shall deliver to the GOVERNMENT, at the end of the period of performance, the EAST Service Management System, as described in DRD 1293MA-007, *Application Point Capacity Management Plan,* with unlimited use rights in support of continuity of future operations (Reference Clause **H.5**, *Government Retention of EAST Service Management System at end of Contract Period*).
2.4.4	The Contractor shall provide a Risk Management Plan, Analysis, and Tracking Reports in accordance with DRD 1293MA-001, *Risk Management Plan*.
2.4.5	RESERVED
No.	**GOVERNMENT Requirements**
	Program Support Requirements
2.4.6	The Contractor shall prepare and deliver Badged Employee and Remote IT User Listings in accordance with DRD 1293MA-002, *Badged Employee and Remote IT User Listing*.
2.4.7	The Contractor shall prepare and deliver Contractor Employee Clearance Documents in accordance with DRD 1293MA-003, *Contractor Employee Clearance Document*.
2.4.8	RESERVED

2.4.9	The Contractor shall prepare and submit an Organizational Conflict of Interest (OCI) Plan in accordance with DRD 1293MA-008, *Organizational Conflicts of Interest Plan.*

2.5 RESERVED

2.6 SAFETY, HEALTH AND ENVIRONMENTAL (SHE) REQUIREMENTS

Safety, Health and Environmental (SHE) Requirements ensure that all applicable regulations are followed and that safety is promoted throughout all activities associated with the EAST mission.

No.	GOVERNMENT Requirements
	Safety, Health, and Environmental (SHE) Requirements
2.6.1	The Contractor shall provide, implement, and maintain a comprehensive Safety, Health and Environmental (SHE) Plan, in accordance with DRD 1293SA-001, *Safety, Health, and Environmental (SHE) Plan* and NFS 1852.223-70, and establish and implement an industrial safety, occupational health, and environmental program that (1) prevents employee fatalities, (2) reduces the number of SHE incidents, (3) reduces the severity of employee injuries and illnesses, and (4) protects property, equipment, and the environment through the ongoing planning, implementation, integration, and management control of these programs. The SHE Plan shall address each of the following Agency SHE core program requirements in detail that are applicable to the contracted effort: a. Management leadership and employee involvement b. System and worksite analysis c. Hazard prevention and control d. Safety, health, and environmental training e. Environment compliance
2.6.2	The Contractor shall report mishaps and safety statistics to MSFC's Safety and Mission Assurance Directorate/Office in accordance with DRD 1293SA-002, *Mishap and Safety Statistics Reports*. The Contractor shall submit these reports directly to the NASA Incident Reporting Information System (IRIS) or shall use the forms listed in section 15.4 of DRD 1293SA-002, to report mishaps and related information required to produce the safety metrics.

3 APPLICATIONS OPERATIONS

The Contractor shall provide Applications Operations as described in the following PWS elements. The Contractor shall track all Applications Operations work within PWS 3.0 in accordance with Attachment **J-6**, *Application Point Requirements*.

No.	GOVERNMENT Requirements
	Applications Requirements
3.0.1	The Contractor shall track the quantity of Application Points completed for all PWS Section 3.1 Applications Maintenance Service Requests in accordance with DRD 1293MA-007 - *Application Point Capacity Management Plan.*
3.0.2	The Contractor shall perform triage and assessments, to include the assignment of a Complexity Factor category and associated Application Points, on all incidents, maintenance and proposed enhancement service requests in accordance with DRD 1293MA-009, *NEACC Process Guidelines*, to include the assignment of Application Points.
3.0.3	The Contractor shall, at the GOVERNMENT's direction, reassess any maintenance or enhancement service request that the GOVERNMENT deems to have been assigned to an incorrect Complexity Factor category, and shall adjust the Complexity Factor and associated Application Points accordingly if the GOVERNMENT determines the assignment to be incorrect.
3.0.4	The Contractor shall, at the GOVERNMENT's request, explain the rationale for the assignment of a specific Complexity Factor to a maintenance or enhancement service request.
3.0.5	The Contractor shall ensure that all work performed as part of 3.1 is coordinated with work performed in PWS Section 3.2 to prevent conflicts in configurable items, release builds, or other areas of potential overlap.
3.0.6	The Contractor shall track and make visible to the GOVERNMENT any changes in Application Point assignments that may occur after an Applications Maintenance Service Request is in process in accordance with DRD 1293MA-007, *Application Point Capacity Management Plan.*
3.0.7	The Contractor shall track all Application Points associated with Applications Enhancement Service Requests in accordance with Attachment **J-6**, *Application Point Requirements*.
3.0.8	The Contractor shall work collaboratively with the GOVERNMENT on the Demand Management backlog to ensure that the planned number of Application Points is completed in accordance with Attachment **J-6**, *Application Point Requirements.* The Contractor shall notify NEACC Demand Management whenever there is available capacity, so that NEACC Demand Management can assign additional Application Enhancement Service Requests to be processed.
3.0.9	The Contractor shall track and make visible Application Points in process (i.e. partial completion status of requests in process) and shall provide methods for demonstrating completed Application Points and for determining when available capacity exists to begin new work in accordance with DRD 1293MA-007, *Application Point Capacity Management Plan*.

No.	GOVERNMENT Requirements
	Applications Requirements
3.0.10	The Contractor shall track and make visible to the GOVERNMENT any changes in Application Point assignments that may occur after an Applications Enhancement Service Request is in process in accordance with DRD 1293MA-007, *Application Point Capacity Management Plan.*
3.0.11	The Contractor shall not exceed the annual Application Point upper limit for the combined Applications Maintenance PWS 3.1 and Applications Enhancement PWS 3.2 without prior approval by NEACC Demand Management with subsequent written authorization from the Contracting Officer.
3.0.12	The Contractor shall provide the GOVERNMENT with a Reduced Resource Credit (RRC) in accordance with Clause **B.6**, *Calculation of Service Credit and Debit (PWS 3.0),* when the number of completed Application Points falls below the annual Application Point lower limit for the combined Applications Maintenance PWS 3.1 and Applications Enhancement PWS 3.2 annual Application Point Band.
3.0.13	The Contractor shall accommodate the GOVERNMENT's TEMPORARY increased capacity requirements through the use of an Additional Resource Charge (ARC) point value. The Contractor shall calculate an Additional Resource Charge (ARC) to the GOVERNMENT for each Application Point associated with the TEMPORARY increased capacity requirements in accordance with Clause **B.6**, *Calculation of Service Credit and Debit (PWS 3.0).*

3.1 APPLICATIONS MAINTENANCE

Applications Maintenance describes the core set of operational tasks and service request types that must be performed to sustain the operational system and support capabilities offered by the NEACC factory:

Applications Maintenance Service Request Types

- Discrepancy/Break-Fix—request to investigate and correct an incident associated with previously working functionality, where the resolution does not result in a change to any configurable item.
- Master Data—request for a master data record to be added or updated in an Enterprise System (e.g. adding a vendor record to SAP).
- Job Request—request to initiate batch or manually processed jobs to provide specified data output or business process functionality.
- Change Request/Discrepancy—request to investigate and correct an incident associated with previously working or documented functionality, where the resolution results in one or more changes to a configurable item.
- Change Request/Maintenance—request to investigate a condition associated with an operational capability where the resolution may result in one or more changes to a configurable item.

Operational Support Tasks

- All tasks not related to one of the above service request types that are required to keep systems, applications, and platforms operational, to provide for continuity of business processes, and to support NEACC end-users.

No.	GOVERNMENT Requirements
	Applications Maintenance Requirements
3.1.1	The Contractor shall adhere to the GOVERNMENT's processes as described in the Attachment **J-1**, Appendix **A**, *Cross Functional Performance Work Statement* for all Applications Maintenance activities.
3.1.2	The Contractor shall complete Applications Maintenance service requests in all applications not to exceed the limit established in Attachment **J-6**, *Application Point Requirements* identified in Attachment **J-21**, *Resource Baseline* in accordance with Attachment **J-4**, *Service Level Standards.* Applications Maintenance services shall include, but are not limited to: triage of incoming Service Requests, functional and technical assessments of requirements, application updates, testing, supporting documentation, user aids and training, and deployment planning and execution.
3.1.3	The Contractor shall complete Applications Maintenance service requests in accordance with DRD 1293MA-009, *NEACC Process Guidelines*.
3.1.4	RESERVED
3.1.5	The Contractor shall perform operational support tasks required to keep systems, applications, and platforms operational, to provide for continuity of business processes, and to support NEACC end-users (such as end-user support, Business Warehouse data loads, system refreshes, Business Continuous Volume (BCV) splits, application availability monitoring, recurring meetings and telecons as identified in Attachment **J-20**, *NEACC End-user Forums*) and track all Application Points associated with these tasks in accordance with Attachment **J-6.** *Application Point Requirements.*
3.1.6	The Contractor shall complete Discrepancy Break/Fix requests across all Lines of Business according to the service levels defined in Attachment **J-4**, *Service Level Standards*. (such as data issue, documentation, online entry, reports, system performance, training, and workflow).
3.1.7	The Contractor shall complete Master Data requests across all Lines of Business according to the service levels defined in Attachment **J-4.** *Service Level Standards.* (Such as cost center, fund center, vendor, custodian, purchasing group, and release strategy).
3.1.8	The Contractor shall complete Job Requests across all Lines of Business according to the service levels defined in Attachment **J-4.** *Service Level Standards*. (Such as execute batch job request, execute scripts to correct data issue, execute reports or jobs to collect and prepare data in support of audit requests, and internal tracking of software patching).
3.1.9	The Contractor shall complete Change Request / Discrepancy requests in accordance

	with Attachment **J-4,** *Service Level Standards* and in accordance with DRD 1293MA-009, *NEACC Process Guidelines*. (Such as system functions, center re-organization, database administrator, Enterprise Performance Support System (EPSS) documentation corrections, documentation, printer management, software maintenance, security authorization corrections, system performance and workflow).
3.1.10	The Contractor shall prioritize and escalate service requests based on definitions of severity levels as defined in Attachment **J-4,** *Service Level Standards.*
3.1.11	The Contractor shall document all deliverables, services, processes and procedures associated with Applications Maintenance activities as identified in Attachment **J-1**, Appendix **A**, *Cross Functional Performance Work Statement.*
3.1.12	RESERVED
3.1.13	RESERVED
3.1.14	RESERVED
3.1.15	RESERVED
3.1.16	RESERVED
3.1.17	The Contractor shall ensure that resources assigned to Lines of Business or areas requiring special certifications possess, and retain, the certifications described in Attachment **J-11**, *NEACC Certification and Training Requirements*.
3.1.18	The Contractor shall complete Change Request / Maintenance requests in accordance with Attachment **J-4,** *Service Level Standards* and in accordance with DRD 1293MA-009, *NEACC Process Guidelines*. (Such as Federal Acquisition Regulations (FAR)/NASA FAR Supplement (NFS) updates, functional checkouts supporting activities external to EAST, follow-up requests triggered from end user support calls, other customer requested maintenance activities beyond standard operational support tasks.)

No.	GOVERNMENT Requirements
	Applications Maintenance Requirements
3.1.19	The Contractor shall provide and operate an EAST Service Management System that supports and aligns with all processes described in Attachment **J-1**, Appendix **A**, *Cross Functional Performance Work Statement, 7.3 (c), 7.2 (c), 7.4 (c), and 7.5 (c).* The EAST Service Management System functions shall include: • Tier 2 Incident Management • Tier 2 Service Request Management • Application Point tracking • Capacity Management of factory resources • Change Management • Problem Management. Should the Contractor choose to utilize Remedy for their EAST Service Management System, the Contractor shall utilize the GOVERNMENT provided Remedy application and configure it so that it meets the requirements of the EAST contract.
3.1.20	RESERVED
3.1.21	The Contractor shall place in an inactive status any Applications Maintenance service request that is awaiting input or action from a source other than the Contractor. The Contractor shall actively monitor the inactive status queue and promptly recommence work when the required conditions have been met.
3.1.22	To minimize disruption to factory operations and customer service, the Contractor shall integrate their EAST Service Management System with the customized NEACC workflows and business rules maintained in the NEACC Remedy application, or incorporate the NEACC capabilities into the EAST Service Management System.

3.2 APPLICATIONS ENHANCEMENT

Applications Enhancement describes the set of service request types that may be performed to enhance the operational support and functional capacity offered by the NEACC.

Applications Enhancement Service Requests include the following three types:

- Applications Enhancement Change Request—GOVERNMENT approved improvements to NEACC systems, applications, or platforms that result in changes to configurable items.
- Investigation Request—Feasibility study and/or technical assessment for an improvement that may result in an Applications Enhancement Change Request.
- Improvement Request—Deliverable related to an improvement that does not result in a change to a configurable item, and that benefits multiple, or all, NEACC Lines of Business.

No.	GOVERNMENT Requirements
	Applications Enhancement Requirements
3.2.1	The Contractor shall adhere to the GOVERNMENT's processes as described in the Attachment **J-1**, Appendix **A**, *Cross Functional Performance Work Statement* for all Applications Enhancement activities.
3.2.2	The Contractor shall complete Applications Enhancement service requests in accordance with Attachment **J-4**, *Service Level Standards.* Applications Enhancement services shall include, but are not limited to: application updates, testing, supporting documentation, user aids and training, and deployment planning and execution.
3.2.3	The Contractor shall complete Applications Enhancement service requests in accordance with DRD 1293MA-009, *NEACC Process Guidelines*.
3.2.4	RESERVED
3.2.5	The Contractor shall participate in planning sessions required to determine, in collaboration with GOVERNMENT, a Target Delivery Date for each service request as it is approved for work to commence. The target delivery date will be maintained in a current state on ISRS so that it is viewable outside the NEACC.
3.2.6	The Contractor shall track the progress of each service request and ensure that all work is completed in time to meet the Target Delivery Date. The Contractor shall notify NEACC Demand Management within 2 business days of discovering that the Target Delivery Date cannot be met and shall collaborate with NEACC Demand Management to determine a new Target Delivery Date or an alternative course of action.

3.2.7	The Contractor shall place in an inactive status any Applications Enhancement service request that is awaiting input or action from a source other than the Contractor. The Contractor shall actively monitor the inactive status queue and promptly recommence work when the required conditions have been met.
3.2.8	RESERVED
3.2.9	RESERVED
3.2.10	RESERVED
3.2.11	RESERVED
3.2.12	RESERVED
3.2.13	RESERVED
3.2.14	In the event that GOVERNMENT does not accept a service request or Application Points specified as complete by the Contractor, the Contractor shall reschedule and complete the service request in accordance with Attachment **J-4**, *Service Level Standards*.
3.2.15	The Contractor shall perform all Applications Enhancement service requests in the most timely manner possible while adhering to the processes defined in DRD 1293QE-001, *Software Engineering Quality Plan.* These methods shall include iterative processes that enable frequent feedback from functional owners to validate requirements, thorough and iterative testing practices, and reliable coding standards.
3.2.16	The Contractor shall utilize the EAST Service Management System, as described in PWS 3.1.19**,** for all work performed under PWS 3.2

4 ID/IQ APPLICATIONS IMPLEMENTATION TASK ORDERS

Indefinite Delivery/Indefinite Quantity (ID/IQ) Task Orders will be used to acquire new application development or implementation services and support components that fall outside the scope of the Resource Baseline, and may be used to acquire major upgrades to existing applications as approved by the Contracting Officer. These implementation services are to be accomplished using the same Delivery Functions described in PWS Section 5.0.

No.	GOVERNMENT Requirements
	ID/IQ Application Implementation Task Orders Requirements
4.1	The Contractor shall prepare a firm-fixed price for a GOVERNMENT requested Task Order, in accordance with NFS 1852.216-80 *Task Ordering Procedure, Alternate I* in Clause **H.24** and *Supplemental Task Ordering Procedures for EAST* in Clause **H.25**. All Task Orders shall be priced using the pre-established labor rates in Attachment **J-5**, *Pricing Schedules***.** The GOVERNMENT will periodically update Attachment **J-14**, *EAST Task Orders* to list out the ID/IQ task orders issued under the contract.
4.2	The Contractor shall adhere to NASA Procedural Requirement (NPR) 7120.7, *NASA Information Technology and Institutional Infrastructure Program and Project Management Requirements.*

5 DELIVERY FUNCTIONS

Delivery Functions represent skills, processes, and supporting activities that are required to perform the daily function of the NEACC factory and that ensure the NEACC factory is operating at the required performance and quality levels. These same Delivery Functions also apply to the delivery of ID/IQ Applications Implementation Task Orders. The Contractor shall perform all Delivery Functions as identified in PWS Section 5.0 as required to execute activities in PWS Sections 3.0 and 4.0. The Contractor shall provide Delivery Functions as described in the following PWS elements.

5.1 FACTORY MANAGEMENT

No.	GOVERNMENT Requirements
	Factory Management Requirements
5.1.1	***Service Level Management Requirements*** *The goal of* ***Service Level Management (SLM)*** *is to ensure that all contract Service Level Standards are met and that performance against Service Level Standards is continuously tracked and monitored.*
5.1.1.1	The Contractor shall adhere to the GOVERNMENT's SLM Processes as described in Attachment **J-1**, Appendix **A**, *Cross Functional Performance Work Statement* for all Applications Operations and Implementation activities.
5.1.1.2	The Contractor shall collect and report on all Service Level Standards and performance metrics in accordance with DRD 1293MA-006, *EAST Documentation/Reports Matrix - Service Level Metrics Report and EAST Documentation/Reports Matrix - NEACC Customer Satisfaction Evaluation Report.*
5.1.1.3	The Contractor shall review requests assigned by the Tier 1 Service Desk to validate that Severity Levels have been assigned in accordance with Attachment **J-4**, *Service Level Standards* and to coordinate resolution activities based on the request's Severity Level.
5.1.1.4	The Contractor shall perform service level communications with the Tier 1 Service Desk in coordination with NEACC management.
5.1.2	***Application Point Capacity Management Requirements*** ***Application Point Capacity Management*** *as defined in this document refers to the requirement to track the availability of all resources within the NEACC factory and plan Applications Maintenance Service Requests and Applications Enhancement service request completions activities. This includes reporting of the completion of Application Points across PWS 3.0.*

No.	GOVERNMENT Requirements
	Factory Management Requirements
5.1.2.1	The Contractor shall implement and maintain an Application Point Capacity Management plan according to DRD 1293MA-007, *Application Point Capacity Management Plan* that facilitates the effective operation of the NEACC factory as described under PWS Section 3.0.
5.1.2.2	The Contractor shall coordinate with NEACC Demand Management on an on-going basis to accurately project the capacity available for upcoming releases.
5.1.3	***Release Management Requirements*** *The **Release Management** strategy sets forth the process for planning, packaging, staging, and deploying all software updates to meet incoming customer demand while managing the risks associated with change.*
5.1.3.1	The Contractor shall adhere to the GOVERNMENT's Release Management requirements as described in Attachment **J-1**, Appendix **A**, *Cross Functional Performance Work Statement.*
5.1.3.2	The Contractor's Release Management plan shall adhere to the parameters of the NEACC Enterprise Release Management (ERM) process in accordance with DRD 1293CF-004, Release and Deplyment Management (RDM) Plan. Add document number and date
5.1.3.3	The Contractor's Release Management process shall, at a minimum, continue the use of Development, Testing and/or Staging, and Production environments as the Promote-to-Production landscape for all platforms and applications. The Contractor shall present for approval any changes to the three-tiered landscape approach to NEACC Enterprise Applications Strategy and Planning Management team.
5.1.3.4	The Contractor shall plan the implementation of releases or other maintenance activity, to include the cutover plan and timing of the deployment of each release or maintenance activity into Production.
5.1.3.5	The Contractor shall execute all steps required to stage, confirm, and deploy the Release in Production environments.
5.1.3.6	The Contractor shall provide input to the definition, preparation, and planning of GOVERNMENT Cross-Organizational Review (CORe). The Contractor shall plan Release content based on the priorities established by GOVERNMENT CORe.
5.1.3.7	The Contractor shall maintain an Integrated Release Landscape View, incorporating all platforms and applications for each Line of Business that provides a complete view of the Release across the NEACC landscape as described in DRD 1293MA-006, *EAST Documentation/Reports Matrix - Integrated Landscape View Report*.

No.	GOVERNMENT Requirements
	Factory Management Requirements
5.1.3.8	RESERVED
5.1.4	***Quality Assurance Requirements*** *The **Quality Assurance** program defines policies and procedures to include all aspects of Test Management, Requirements Management, and Development Standards.*
5.1.4.1	The Contractor shall prepare, implement and maintain a Quality Assurance plan that promotes the highest level of performance, reliability, and usability for all NEACC platforms and applications in accordance with DRD 1293QE-001, *Software Engineering Quality Plan.*
5.1.4.2	The Contractor shall work with GOVERNMENT Business Process Support, Demand Management, and Enterprise Application Strategy and Planning personnel to define the business and technical requirements associated with all Applications Operations and Implementation work in accordance with DRD 1293MA-009, NEACC Process Guidelines. The Contractor shall document functional specifications of business and technical requirements, including testing requirements, for all Applications Operations and Implementation work in accordance with DRD 1293QE-001, *Software Engineering Quality Plan*.
5.1.4.3	The Contractor shall execute and document the results of tests for all Applications Operations and Implementation work in accordance with DRD 1293QE-001, *Software Engineering Quality Plan.*
5.1.4.4	The Contractor shall provide application access for the GOVERNMENT to perform testing verification and validation, prior to Release deployment.
5.1.4.5	The Contractor shall locate, verify, and maintain all existing test scripts and procedures used to execute System Integration and Regression testing.
5.1.4.6	The Contractor shall develop and maintain comprehensive test scripts.
5.1.4.7	The Contractor shall store automated and manual test scripts in an industry-standard Test Management tool, and shall execute all tests within the Test Management tool. The Contractor shall support recurring external and internal audits that relate to Requirements Management and Test Management. The Contractor shall utilize the current NEACC Test Management tool or a Contractor provided alternative.
5.1.4.8	The Contractor shall continually maintain and update the existing library of manual and automated regression tests that address the core features and functions of all production applications.
5.1.4.9	The Contractor shall utilize a system that clearly documents the linkage between an application requirement and the test script(s) that verify or verifies the correct implementation of this requirement. The Contractor shall support recurring

	audits that seek to verify these linkages.
No.	**GOVERNMENT Requirements**
	Factory Management Requirements
5.1.4.10	The Contractor shall maintain the current NEACC business process modeling capability or a comparable capability using a Contractor provided tool set.
5.1.4.11	The Contractor shall utilize the Test Management tool to document all defects that are discovered during all test phases. The Contractor shall retain all defect documentation for audit purposes in accordance with DRD 1293QE-001, *Software Engineering Quality Plan.*
5.1.4.12	The Contractor shall collect metrics in the Test Management tool on the root causes of defects found during testing.
5.1.4.13	The Contractor shall grant GOVERNMENT access to the Test Management tool for the purpose of viewing and validating test scripts and test results, to perform testing verification and validation and other test procedures, or to perform any other functions requested by GOVERNMENT.
5.1.4.14	The Contractor shall support Accessibility Reviews for all software procured, developed, and supported by the NEACC to ensure that all software is in compliance with Section 508 of the Rehabilitation Act.
5.1.4.15	The Contractor shall deliver to the GOVERNMENT, at the end of the period of performance, all test management and requirements management data stored in Contractor systems in accordance with DRD 1293MA-006, *EAST Documentation/ Reports Matrix – Test and Requirements Management Data.*
5.1.5	***Solution Design Requirements*** ***Solution Design*** *consists of the processes and skills required to construct integrated solutions that satisfy business requirements within technical constraints.*
5.1.5.1	The Contractor shall provide a Solution Design capability that is demonstrated in tangible deliverables that support or facilitate iterative requirements definition over the life of the process.
5.1.5.2	The Contractor shall provide Solution and Application Architecture services that facilitate the overall design and integration of Enterprise Application component systems that are aligned with the GOVERNMENT's mission objectives and Enterprise Architecture.
5.1.6	***Configuration Management Requirements*** ***Configuration Management*** *consists of a set of processes and tools for identifying, controlling, maintaining, and verifying the versions of all configurable platform, system, and application components.*

No.	GOVERNMENT Requirements
	Factory Management Requirements
5.1.6.1	The Contractor shall prepare, implement, and maintain a Configuration Management Plan (CMP), in accordance with DRD 1293CF-003, *Service Asset and Configuration Management (SACM) Plan.* The CMP shall include a set of policies and/or tools for the creation and ongoing maintenance of a consolidated NEACC Configuration Management Database (CMDB) to house information about configuration changes made to all NEACC platforms, systems, and applications.
5.1.6.2	RESERVED
5.1.6.3	The Contractor shall establish, maintain, and operate a Document Management System that contains controlled versions of all NEACC operational documents.
5.1.7	***Business Readiness Requirements*** ***Business Readiness*** *consists of the processes and skills required to create and maintain end user documentation and communication that satisfies business requirements and adheres to the GOVERNMENT's "Business Readiness Approach".*
5.1.7.1	The Contractor shall create or update end user procedures, job aids, and/or training materials as needed to help mitigate the changes introduced to applications and/or services provided by the NEACC, in a standard format; the execution of this work may be entirely the responsibility of Business Readiness (BR) experts or may be done jointly with BPS, Application Functional Support or Information Assurance based on need and expertise.
5.1.7.2	The Contractor shall ensure the business readiness impacts for each service request have been described in accordance with the NEACC Business Readiness Approach Document. *IS01-NEACC-PLAN-OPS-003, REVISION E, 03/01/2010*
5.1.7.3	The Contractor shall perform an analysis of the business readiness impacts of each monthly and semi-annual release utilizing the tools specified in the NEACC Business Readiness Approach Document.
5.1.7.4	The Contractor shall produce a consolidated view of all the business readiness impacts of the monthly and semi-annual releases for review with the NASA business community, and shall post that information (upon GOVERNMENT approval) to the SAP portal or its successor.
5.1.7.5	The Contractor shall publish and maintain all PWS 3.0 course materials for NEACC applications across all Lines of Business in the NASA approved training system.

No.	GOVERNMENT Requirements
	Factory Management Requirements
5.1.7.6	The Contractor shall ensure that the library of end user documentation is maintained and kept up-to-date by searching for and updating all related items with each change as relevant, with particular attention to cross-functional impacts.

5.2 APPLICATION FUNCTIONAL SUPPORT

No.	GOVERNMENT Requirements
	Application Functional Support Requirements
5.2.1	The Contractor shall assist the GOVERNMENT with the functional support knowledge and subject matter expertise required to maintain and support the applications and platforms listed in Attachment **J-21**, *Resource Baseline* and shall update this knowledge as new applications are developed or added to Attachment **J-21**, *Resource Baseline*/Attachment **J-22**, *NEACC Support Systems*. Functional support knowledge and subject matter expertise shall include knowledge of application functional configuration, functional integration of applications across Lines of Business and the skills and abilities required to analyze and trouble shoot problems and inconsistencies within each application.
5.2.2	The Contractor shall, using the Incident Management process, identify, recommend and implement Application Maintenance and Enhancement tasks as required to continually achieve Expected Critical Service Levels, in accordance with Attachment **J-4**, *Service Level Standards*.
5.2.3	The Contractor shall execute all test scenarios identified by Factory Management as necessary to support all planned releases.
5.2.4	The Contractor shall coordinate work across all Delivery Functions to ensure that each incident is resolved according to the Incident Management process.
5.2.5	The Contractor shall provide knowledgeable functional support resources to manage the interaction with third party vendors for acquisition, roadmap and problem resolution.

5.3 APPLICATION DEVELOPMENT

No.	GOVERNMENT Requirements
	Application Development Requirements
5.3.1	The Contractor shall provide all required skill sets and perform all application development activities required to meet Application Operations and Implementation requirements across all Lines of Business and applications as specified in PWS Sections 3.0 and 4.0.
5.3.2	The Contractor shall utilize industry standard Software Engineering practices that ensure GOVERNMENT and stakeholder involvement throughout the process, and shall stay apprised of improvements in Software Engineering practices in accordance with DRD 1293QE-001, *Software Engineering Quality Plan.*
5.3.3	The Contractor shall conform to existing NEACC Coding Standards and Naming Conventions. The NEACC Coding Standards and Naming Conventions are available at NEACC-CF-ABAP-STD-SW-002,IS01-NEACC-CF_ABAP-STD-SW-003, and IS01-NEACC-CF_ABAP-STD-SW-001.
5.3.4	The Contractor shall support all audit activity associated with verifying adherence to Coding Standards and shall promptly respond to and correct any audit findings associated with noncompliance.
5.3.5	The Contractor shall prepare, implement and maintain effective standards for documenting application development designs, individual code components, and associated verification tests in accordance with DRD 1293QE-001, *Software Engineering Quality Plan.*
5.3.6	The Contractor shall perform Accessibility Reviews for all custom developed software and shall ensure that the software is in compliance with Section 508 of the Rehabilitation Act.

5.4 APPLICATION TECHNICAL OPERATIONS & MAINTENANCE (ATOM)

No.	GOVERNMENT Requirements
	Application Technical Operations & Maintenance Requirements
5.4.1	The Contractor shall design, acquire, build and operate the application technology environment to support the application set for each Line of Business and all activities associated with PWS Section 3.0 and 4.0. "Design" shall include creating system and process designs and specifications based on business and technical requirements.

No.	GOVERNMENT Requirements
	Application Technical Operations & Maintenance Requirements
	"Acquire" shall include evaluating solution candidates and either procuring systems or establishing service relationships with external providers. "Build" shall include the establishment of a service capability through installation and configuration of application solutions and end-to-end integration of services provisioned by external providers. "Operate" shall include monitoring and incident management to ensure availability of all internally-provisioned and externally-provisioned elements of application solutions as well as maintenance activities. This environment shall include the logical and physical software configuration, operational processes, database and other software services.
5.4.2	The Contractor shall apply critical software updates and patches to all NEACC managed software components for each application. Critical software updates include security updates, updates required to maintain vendor support and updates required for operational stability.
5.4.3	The Contractor shall provide all required skill sets and shall perform all activities in support of NEACC Application Technical Operations & Maintenance.
5.4.4	The Contractor shall utilize network and end-user services from NASA Integrated Communication Services (NICS), and Agency Consolidated End-user Services (ACES).
5.4.5	The Contractor shall develop and provide rough order of magnitude estimates for solution investments.
5.4.6	The Contractor shall develop and provide acquisition options and recommendations for solution investments.
5.4.7	The Contractor shall manage the transition of all new application and infrastructure components into an operational state.
5.4.8	The Contractor shall coordinate and manage all code transports into the Production Systems and throughout non-Production landscapes.
5.4.9	The Contractor shall monitor and manage the execution of interfaces throughout the entire NEACC landscape (includes both production and non-production application instances).
5.4.10	The Contractor shall monitor and manage the execution of all scheduled jobs throughout the entire NEACC landscape (includes both production and non-production application instances).

No.	GOVERNMENT Requirements
	Application Technical Operations & Maintenance Requirements
5.4.11	The Contractor shall maintain a record of all code migrations by application and by release, made throughout all system development landscapes.
5.4.12	The Contractor shall monitor messages for abnormal terminations (includes both production and non-production application instances), notify and record the problem to the respective GOVERNMENT application owners and provide logs to vendors to support problem resolution.
5.4.13	The Contractor shall perform console operations for applications (includes both production and non-production application instances) including start, responding to message, monitoring the messages and stoppage.
5.4.14	The Contractor shall plan and execute comprehensive procedures in support of all planned and unplanned application outages including coordination of interface shut-down, interface start-up and coordination of batch job scheduling (includes both production and non-production application instances).
5.4.15	The Contractor shall assess and optimize application performance. This includes the establishment and maintenance of a load modeling capability across all Lines of Business.
5.4.16	The Contractor shall schedule, monitor, and test data backups across the NEACC Lines of Business.

5.5 INFORMATION ASSURANCE

Information Assurance comprises all activities related to ensuring the security of all NEACC platforms and applications, including User Account Management, assignment of application authorizations and roles, business resiliency and disaster recovery planning and operations, and management of the overall Security Lifecycle.

No.	GOVERNMENT Requirements
	Information Assurance Requirements
5.5.1	The Contractor shall provide Account Management functions for all EAST applications identified in Attachment **J-21,** *Resource Baseline, and* **J-22**, *NEACC Support Systems*.
5.5.2	The Contractor shall provide authorization design, implementation and operations for all EAST applications identified in Attachment **J-21,** *Resource Baseline, and* **J-22**, *NEACC Support Systems*.
5.5.3	The Contactor shall provide support for the reporting of Access Management metrics.
5.5.4	The Contractor shall provide a business resiliency capability that includes disaster recovery, contingency planning, business continuity, cyber incident response planning, and linkage with like plans throughout the host center, functional Lines of Business and Agency as described in DRD 1293CF-010, *Information Technology Service Continuity Management (ITSCM) Plan*.
5.5.5	The Contractor shall provide security planning in accordance with local, agency and federal guidance.
5.5.6	RESERVED
5.5.7	The Contractor shall support internal/external audits and assessments in accordance with routine and ad-hoc reviews.
5.5.8	The Contractor shall incorporate new projects/programs into the existing security program.
5.5.9	The Contractor shall provide privacy assessments, vulnerability assessments, segregation of duties assessments, security plan assessments, business resiliency exercises, and lifecycle improvements to ensure system confidentiality, integrity and availability.
5.5.10	The Contractor shall maintain the capability to restore data as of the end of the previous business day for all NEACC production instances utilizing the GOVERNMENT provided backup services.

5.6 I³P CROSS FUNCTIONAL INTEGRATION

The EAST contract is part of the NASA Agency Office of the Chief Information Officer's multi-sourced I³P acquisition strategy, which spans the following services: Network Communications, Data Center, End-user Services, Enterprise Applications, and Web Services.

Success of NASA's I³P is dependent upon the ability of I³P Contractors to work within, and across, independent service contracts (I³P and non-I³P) to ensure a seamless IT service delivery environment and capability across the Agency.

No.	GOVERNMENT Requirements
	I³P Cross Functional Integration Requirements
5.6.1	***General I³P Cross Functional Integration Requirements***
5.6.1.1	The Contractor shall adhere to all requirements in the I³P Cross-Functional PWS as referenced in Attachment **J-1**, Appendix **A**, *Cross Functional Performance Work Statement*.
5.6.1.2	To better enable this Cross Functional Integration, the Contractor shall, at a minimum, implement Associate Contractor Agreements (ACAs), in accordance with **H.20**, *Associate Contractor Agreements (AUG 2009)*, with I³P Contractors and other Contractors (e.g., other Agency and Center/Facility Contractors) to ensure continuity of service and provide transparency to the NASA end-users in accordance with defined Service Level Agreements.
5.6.2	***Requirements Related to Agency Consolidated End-user Services (ACES)*** *This section identifies the EAST integration requirements with the ACES Contractor. The ACES contract provides a variety of end-user services, e.g., e-mail and collaborative calendaring; end-to-end computing services and back-office infrastructure support; and IT product catalog services to NASA and NASA Contractors.*
5.6.2.1	The Contractor shall coordinate with ACES to distribute NEACC-managed desktop software.
5.6.2.2	The Contractor shall coordinate the testing of new client-side application components with ACES.
5.6.2.3	The Contractor shall collaborate with the ACES for operations monitoring and incident management.
5.6.3	RESERVED
5.6.3.1	RESERVED
5.6.3.2	RESERVED

No.	GOVERNMENT Requirements
	I^{3}P Cross Functional Integration Requirements
5.6.4	***Requirements Related to NASA Integrated Communications Services (NICS)*** *This section identifies the EAST integration requirements with the NICS Contractor. The NICS contract will consolidate LAN and WAN services for the Agency.*
5.6.4.1	The Contractor shall collaborate with NICS for operations and performance monitoring and incident management.
5.6.4.2	The Contractor shall collaborate with NICS on security perimeter configuration for NEACC applications.
5.6.5	RESERVED
5.6.5.1	RESERVED
5.6.6	***Requirements Related to Enterprise Service Desk (ESD) and the Enterprise Service Request System (ESRS)*** *This section identifies the EAST integration requirements with the ESD Contractor. The ESD contract provides Tier 0/1 Help Desk support services in response to reported I^{3}P incidents and problems and provides an integrated service ordering capability for all I^{3}P services.*
5.6.6.1	The Contractor shall adhere to all requirements in Sections 5.2, 5.3, 5.4 of Attachment **J-1**, Appendix **A**, *Cross Functional Performance Work Statement*, unless officially directed otherwise by written notice from the Contracting Officer.
5.6.6.2	The Contractor shall integrate the EAST Service Management System with the ESD and ESRS in accordance with Attachment **J-1**, Appendix **A**, *Cross Functional Performance Work Statement*, unless officially directed otherwise by written notice from the Contracting Officer.

Enterprise Applications Service Technologies (EAST)

Appendix A to Attachment J-1

Cross Functional

Performance Work Statement

January 7, 2010

Change Information Page

Document History			
Document Number	Version/Change	Issue Date	Summary of change(s)
032509-2	***Baseline***	***March 25, 2009***	***Baseline***
041609	***Version 2***	***April 16, 2009***	***Removed requirement to submit Incident (7.3.0.j) and Problem(7.5.0.ij) reports (DRDs CF-001, CF-002)***
TBD	***Version 3***	***August 3, 2009***	***Updated: Section 6 Common IT Security Requirements; added Section 8 Common Project Management Guidelines***
TBD	***Version 4***	***August 12, 2009***	***Updated Table 1: Current Agency-wide Contracts***
TBD	***Version 5***	***September 23, 2009***	***Changed document title; added Table of Figures; updated section 1.1 to clarify terminology application; replaced section 1.4 Figure 1; updated section 2.2.3; updated section 5.2, 5.3 and 5.4 related to NEAR, ESD, and ESRS; updated section 7.5.7 (f); renumbered Figures based on addition of new Figure 4; added definition for "touch-point" to section 9; various sections – changed terminology like 'are expected to' to 'shall' to identify requirements***

TBD	***Version 6***	***October 1, 2009***	***Updated Section 1.6 'precedence' language; updated Section 2 to clarify language to distinguish between organizations, personnel and functions; updated Section 2.2.3 to clarify official document references; updated Section 3.2 title; updated Section 4.3 to clarify non-proprietary nature of Contractor developed processes and procedures; removed references to the I^3P website; updated Section 5.5 to identify the specific NASA application repository; updated Section 9 with definition of Relationship Manager***
TBD	***Version 7***	***October 30, 2009***	***Updated Section 1.5 to clarify client versus support terminology use***
TBD	***Version 8***	***November 20, 2009***	***Updated Section 2.2.3 to clarify contractor requirements; updated Section 6.0 IT Security requirements, including the addition of software security assurance requirements***

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1. I³P Acquisitions

1.1 Introduction and Overview

To fulfill NASA's requirements for infrastructure improvement the Agency has directed the Office of the CIO (OCIO) to implement a program for providing more reliable and efficient Information Technology (IT) services.

As a result, NASA's OCIO established a major information technology (IT) improvement initiative in 2007, the IT Infrastructure Integration Program (I³P). Through I³P, the NASA OCIO intends to partner with industry to transform the way IT services are delivered and managed across the Agency.

The I³P strategy includes consolidating service demand across the Agency and working with trusted sourcing partners to deliver standardized, stable, secure, cost effective and high quality IT infrastructure and Enterprise Applications services to the NASA user community.

Specifically, the NASA I³P strategy intends to achieve the following benefits:

a. Enable Agency-wide collaboration through a seamless IT infrastructure;
b. Gain efficiencies in IT infrastructure operating costs;
c. Reduce the complexity of managing IT services across the Agency; and,
d. Improve IT security across the Agency's mission environment.

In addition, the Agency intends to use this improvement initiative to enable a more process-aligned service delivery model across the scope of I³P. This will be accomplished in part by the adoption of the IT Infrastructure Library (ITIL) framework. NASA expects selected IT Contractors to demonstrate their capabilities through the application of ITIL processes, specifically ITIL Version 3.0.

As this document is intended to be nearly identical for all I³P contracts, it frequently uses the plural terms "Contractors" and "I3P Contractors." For purposes of this {ACES/NICS/NEDC/EAST/WEST} contract, the terms "Contractors" and "I3P Contractors," as well as "contractor" shall mean the {ACES/NICS/NEDC/EAST/WEST} Contractor only except where it is patently clear that a specific CF-PWS requirement is a joint responsibility of the five I³P Contractors (e.g., cooperation, coordination, etc.).

1.2 Concept of Operations

Central to NASA's I³P initiative is the recognition that responsibility for major elements of the Agency's 'As-Is' IT environment, which is currently supported by a variety of independent Agency- and Center-based contracts, will be consolidated into a smaller number of integrated

Agency-wide I^3P Contracts. Operations and service delivery must remain stable throughout phase-in periods (i.e. transition) to assure that NASA customers do not experience disruption to business operations.

I^3P Contractors shall work with the Agency and with each other, in a collaborative and cooperative manner as prescribed by defined processes and assigned roles and responsibilities to transform NASA's fractured IT infrastructure and enterprise applications service delivery capabilities into a highly consolidated, integrated and secure IT Service Management (ITSM) environment.

The OCIO plans to manage this transformation through the I^3P acquisition strategy according to the following four key IT principles:

a. Mission Enabling: IT at NASA serves to achieve NASA's mission;
b. Integrated: NASA will implement IT that enables the integration of business (mission) process and information across organizational boundaries;
c. Efficient: NASA will implement IT to achieve efficiencies and ensure that IT is efficiently implemented; and,
d. Secure: NASA will implement and sustain secure IT solutions.

1.3 I³P Success Criteria

Successful implementation of the NASA I^3P vision will result in significant benefits to the Agency. Specifically, NASA envisions a "To-be" state characterized by the following criteria:

a. NASA systems can be seamlessly deployed, utilized and secured across Center boundaries;
b. NASA consistently invests in the right IT solutions that provide the greatest benefit to the NASA mission;
c. NASA information is accessible, integrated, and actionable;
d. A reliable, efficient, secure and well-managed IT infrastructure is in place that customers rely on rather than compete with; and,
e. CIOs are seen as credible, trusted partners in solving business problems

1.4 Scope and Boundaries of Contracts

NASA spends approximately $1.8 billion dollars annually on Information Technology. Today, much of the infrastructure supporting NASA is decentralized including operations at NASA Headquarters, all ten NASA field Centers, and associated component locations. There are major challenges in IT management associated with a decentralized IT organization, such as lack of sufficient visibility into IT spending, inability to achieve economies of scale, inconsistent IT governance and numerous information security challenges.

NASA is consolidating IT service demand, transforming service delivery, aligning IT management and enhancing IT security through I³P. The five acquisitions making up I^3P include the following enterprise services:

a. ACES (Agency Consolidated End-user Services): End-User Services – to include NASA desktops, cell phones, Personal Digital Assistants (PDAs), Agency-wide Active Directory, e-mail and calendaring functionality;
b. NICS (NASA Integrated Communications Services): Communications Services – to include data, voice, video, LAN and WAN services;
c. NEDC (NASA Enterprise Data Center): Data Center Services – to include application/data hosting and housing;
d. WEST (Web Enterprise Service Technologies): Web Services – to include public-facing website hosting and applications; and,
e. EAST (Enterprise Applications Service Technologies): Enterprise Applications Services – to include applications services associated with the NASA Enterprise Applications Competency Center and Agency-wide collaboration services including NASA's Identity, Credentialing, and Access Management (ICAM) in addition to new intranet environments and applications.

Today, these services are provided under four Agency-wide service contracts and many additional Center IT Infrastructure contracts. Some of the existing contracts are identified in the Tables below.

Location	Contract Name	Contract Number	Contractor
HQ/OCIO	NASA Web Portal Services	GS-35F-0627P	eTouch
MSFC	Unified NASA Information Technology Services (UNITeS)	NNM04AA02C	SAIC
NSSC	Outsourcing Desktop Initiative for NASA (ODIN)	NAS5-98145	Lockheed Martin Govt. Services
NSSC	Outsourcing Desktop Initiative for NASA (ODIN)	NAS5-98144	Lockheed Martin Govt. Services/OAO

Table 1: Current Agency-wide Contracts

Location	Contract Name	Contract Number	Contractor
ARC	Ames-Consolidated IT Services Task Order (ACITS)	NNA04AA18B	QSS Group
DFRC	Research Facilities and Engineering Support Services (RF&ESS)	NAS4-00047	Arcata Assoc.
GRC	Professional, Administrative, Computational and Engineering Support Services (PACE III)	NNC08BA09B	DB Consulting Group, Inc

GSFC	Business Application and Sustaining Engineering (BASE)	NAS5-02038	Indus
HQ	Headquarters Information Technology Support Services (HITSS)	NNH06CC93B	InDyne
JSC	JSC Enabling Technology and Security (JETS)	NNJ04JA53C	MEI Technologies
JSC	JSC Information Management and Media Services (JIMMS)	NNJ04JA52C	Tessada
KSC	Information Management and Communication Support (IMCS)	NNK08OH01C	Abacus Technology
LaRC	Consolidated Information Technology Services (CONITS)	GSA GS-00T-99-ALD-0209	Raytheon
MSFC	United NASA Information Technology Services (UNITeS)	NNM04AA02C	SAIC
NSSC	NASA Shared Services Center (NSSC)	NNX05AA01C	CSC
SSC	Information Technology Services (ITS)	NNS04AB54T	CSC

Table 2: Current Center IT Infrastructure Contracts (Partial List)

The figure below represents how today's Agency-wide and Center IT infrastructure and support services contracts map into the I^{3}P acquisitions. The diagram is intended to represent the concept only and not specific contract scope decisions which are specified within each of the individual contracts.

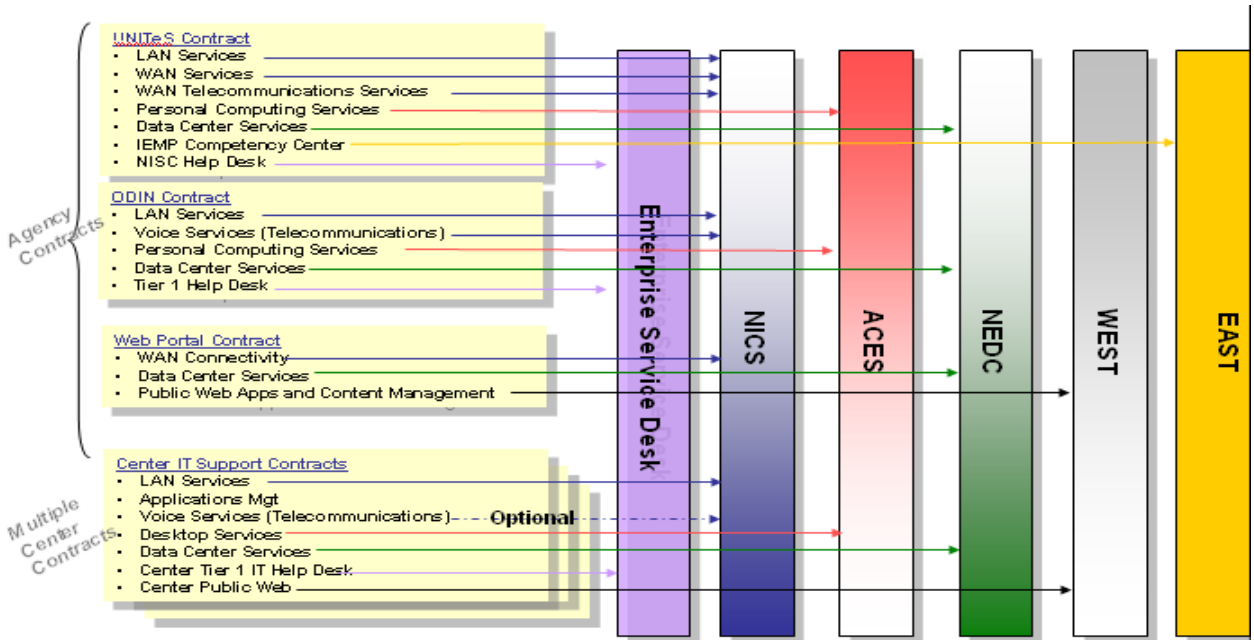

Figure 1: Concept of mapping current Agency and Center contracts to I^{3}P contracts

1.5 Client Facing and Support Services Contracts

ITIL defines client facing services as services that are delivered to end-users of the business (e.g., email, billing, etc.). Support services are defined as services necessary to support the operation of the delivered service (e.g., data center services, managed network service, etc.).

The relationship between Client Facing (Core) Services and Supporting Services is depicted in diagram below.

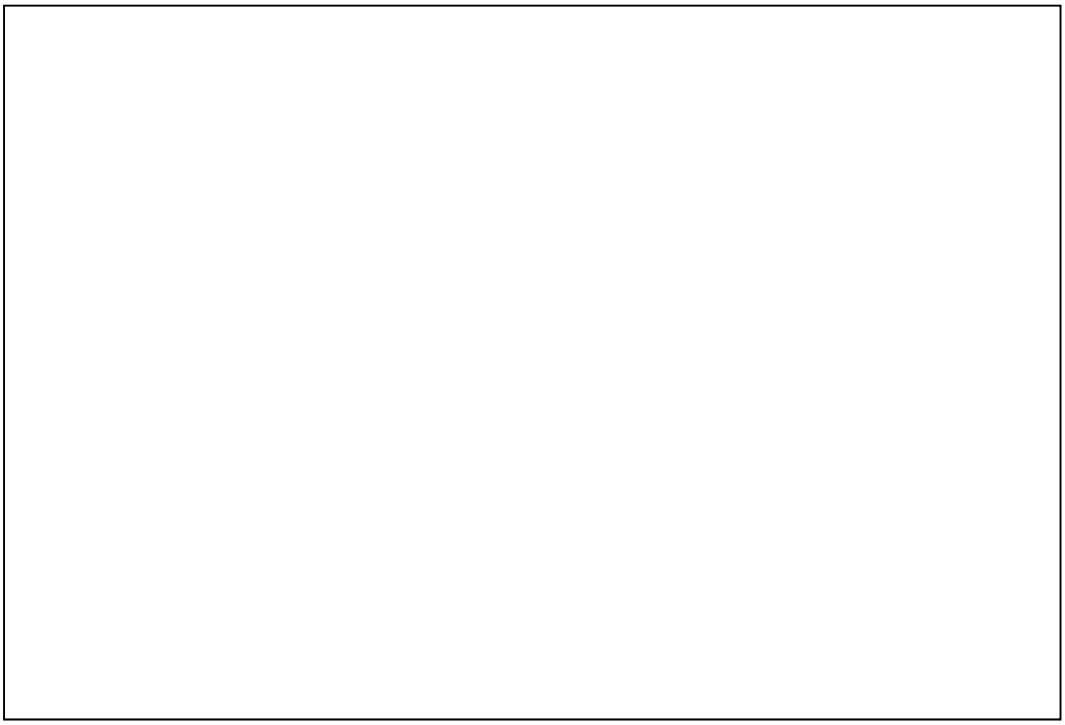

Figure 2: Relationship between client facing and supporting services

All I^3P contracts will provide some level of client-facing service delivery. For the purposes of general discussion, NASA's I^3P contracts are classified as client facing or support service contracts based on a significant majority of requirements being either client or support services as follows:

- Client Facing Contracts:
  1. ACES – End-user services
  2. EAST – Enterprise application services
  3. WEST – Web services
- Support Service Contracts:
  1. NEDC – Data center services

2. NICS – Communication services

1.6 Cross Functional and Collaboration Activities

Each of the five contracts includes a Performance Work Statement (PWS) consisting of defined work activities and Contractor requirements specific to each of NASA's five independent service contracts. These PWS's also define roles and responsibilities for the Contractor as they relate to NASA's requirements.

In addition to service-specific performance work statements, there are a number of Contractor work activities and responsibilities that cut across all five I^3P contracts. These Cross-Functional Performance Work Statement (CF-PWS) requirements, contained in this document, are common to each of the contracts. The CF-PWS defines NASA's requirements for synchronization of effort and solution integration across NASA and multiple contracts supporting the I^3P initiative. NASA has taken every effort to ensure that there are no conflicts between the CF-PWS and the contract-specific Performance Work Statement. If any conflicts do exist, the CF-PWS will take precedence.

Consistent application of these cross functional requirements is central to NASA's desire to standardize processes using the ITIL Version 3.0 framework and is essential to an effective, integrated enterprise service delivery.

1.7 Service Level Agreements

Service Level Agreements (SLAs) are an important aspect of NASA's service-based organization and the I^3P contracts. An SLA specifies the level, scope and quality of a service that will be provisioned, from the business customers' perspective. The SLA clarifies how the service provision will be measured, and the penalty to be exacted if the service is not delivered to the agreed level of service.

Service delivery under the NASA I^3P program will require the involvement of multiple providers to meet the SLAs established by the NASA business customer. Providers shall work together in the best interest of NASA as described in Section 3. The diagram below depicts how an SLA will be segmented into independent Contractor service levels. Contractor-specific service levels are specified in each of the I^3P contracts.

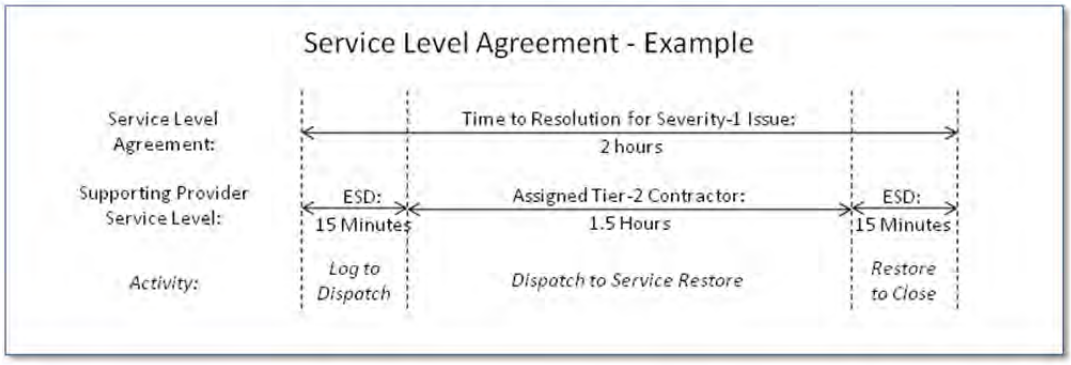

Figure 3: SLA Integration Concept

In the example diagram above, the SLA for restoration of service to the customer for a Severity 1 issue is two hours. The Enterprise Service Desk (ESD) would have a maximum time of fifteen minutes to escalate the call to the appropriate Tier 2 Contractor. At that point, as specified in the Tier-2 Contractor SLA, the Tier 2 Contractor would have a maximum of one and a half (1.5) hours to correct the problem and restore service before assigning the incident back to the ESD for call closure. After Tier 2 has reassigned the incident to the ESD, the ESD would again have a maximum of fifteen (15) minutes to verify service restoration with the customer and close the call. The sum of the ESD and Tier 2 Contractor SLAs (15 minutes + 1.5 hours + 15 minutes) would equal the customer Service Level (2 hours). In this example, only one Tier 2 Contractor is involved with the service restoration, but in some cases multiple Tier 2 providers may be involved. I^3P Enterprise Service Management leadership will coordinate service restoration efforts that span multiple providers. In all cases, Tier 2 providers are accountable only for the service level agreements specified within their individual contract.

2 IT Service Management: Organization and Governance within NASA

2.1 Introduction and Overview

NASA is transforming the Agency's IT infrastructure and applications services environment through I³P. This transformation requires changes in the way NASA manages IT across the Agency including the need to define and clarify roles and responsibilities within the NASA IT organization to assure success of the I³P initiative.

As with most organizations, the NASA IT organization is continually changing and maturing to better meet the evolving needs of the customer base it serves. This section outlines the roles and responsibilities across the IT organization within NASA. Two new elements are defined to support the transformation that is underway, including the establishment of enterprise service management (ESM) functions within the Agency CIO organization and the creation of Service Integration Management (SIM) within the Agency CIO's Architecture and Infrastructure Division. Contractors providing IT services to NASA shall establish appropriate roles and responsibilities in support of NASA's IT Service Management (ITSM) vision as described in this section.

2.2 The NASA IT Organization: Roles and Responsibilities

The NASA CIO established the Information Technology (IT) Infrastructure Integration Program (I^3P) and is responsible for overall direction and leadership of the program, within the larger context of NASA's IT organization. Before discussing the NASA IT Organization, it is important to understand the charter and purpose of I^3P:

> **I^3P Charter:** Provide a NASA Enterprise service support environment that optimizes the Information Technology Infrastructure Library (ITIL) best practice processes for implementing formal Information Technology Service Management (ITSM).
>
> **I^3P Purpose:** The I³P initiative seeks to standardize NASA's IT service management practices, align with industry best practices (e.g., ITIL), and yield a set of consistent, repeatable and measurable processes for service delivery to NASA OCIO customers.

The NASA IT organization is comprised of multiple elements serving Agency, Mission, and Center customers and organizations. The elements of the NASA IT organization are defined below, including an overview of the roles and responsibilities of each part of the organization.

2.2.1 Agency CIO

The NASA CIO is accountable for all aspects of IT within NASA as well as for the overall leadership of the NASA IT organization including the establishment of strategy, enterprise architecture, and operational policies and standards to support the NASA mission. To accomplish these functions, the NASA Office of the CIO is organized into 4 divisions including Architecture and Infrastructure, Enterprise Portfolio Management, IT Security, and Policy and Investments. Within this structure the NASA CIO has also established functions associated with

Enterprise Architecture (EA), Systems Engineering and Integration (SE&I), Project Executives (PEs), and Service Integration Management (SIM). Through integration with the SIM, the NASA Enterprise Service Desk (ESD) provides critical integration functions in support of Agency ESM. Finally, the NASA CIO is also accountable for establishing a NASA governance model that effectively interconnects the various components of the Agency-wide IT organization and enables effective decision making at all levels within that organization. This governance spans not only the elements of the Agency CIO's office, but also Center and Mission Directorate CIO organizations; these will be described later in this document.

2.2.2 Enterprise Service Management

To support effective delivery of enterprise IT services, an Enterprise Service Management (ESM) function is performed by the Architecture and Infrastructure Division (A&ID), interfacing with the other Agency CIO Divisions. ESM provides a NASA Enterprise service support environment that optimizes the Information Technology Infrastructure Library (ITIL) best practice processes for implementing formal Information Technology Service Management (ITSM). The purpose of ESM within NASA is to standardize NASA's IT service management practices, to align with industry best practices, and to yield a set of consistent, repeatable, and measureable processes for service delivery to NASA OCIO customers. Within the NASA IT structure, A&ID accountable for:

a. Service Strategy direction on how to design, develop and implement IT Service Management.
b. Service Design direction for the design and development of IT services and IT Service Management processes.
c. Service Operations direction on achieving effectiveness and efficiency in the delivery and support of IT services so as to ensure value for the customer and the IT service providers, including effective coordination across all service providers.
d. Continuous Service Improvement direction in creating and maintaining value for customers through better design, transition and operation of services.

Within the NASA Office of the CIO, A&ID is responsible for overseeing enterprise architecture, Systems Engineering and integration (SE&I), coordination of project executives (PE), implementation of service integration management (SIM), and coordination with the various I^3P project offices. Each of these areas will now be further described briefly, with additional detail available in the NASA Enterprise Service Management Concept of Operations document.

2.2.3 Enterprise Architecture (EA)

The OCIO Enterprise Architecture Office is responsible for articulating the mission supporting technologies and operational model to accomplish the IT goals. The EA Office develops baseline architecture and target architecture and their associated sequencing. The EA Office therefore, has responsibility for ensuring that the current-state service catalog evolves to meet future customers' expectations. As part of Service Strategy, the EA Office must work in concert with

the center CIOs, SIM, and PEs to ensure that SE&I customer' requests and opportunities for service improvement are effectively addressed in its service strategy efforts.

All I^{3}P service architectures will be developed and maintained by NASA enterprise, mission and service domain architects in partnership with the I^{3}P Contractors. These architectures shall follow enterprise or segment architectural policy, guidance, and standards defined by NASA[1] or the Office of Management and Budget[2] to achieve NASA's strategic IT target state goals as stated in the NASA Information Resources Management (IRM) Strategic Plan. The outcome of this approach will ensure that IT investments are aligned with NASA's vision for the future and that technology solutions are horizontally integrated across business domains.

In order to achieve viable service architectures, it is imperative that NASA and the I^{3}P Contractors collaborate in the analysis of emerging technologies, NASA requirements, and the as-is environment. The result of this collaboration shall be an innovative to-be state and an associated transition strategy for each service area that will position NASA and the I^{3}P Contractors for success both now and in the future.

Each service architecture shall address the service, systems and components (see Figure 4) required to provide the specific service and ensure integration with the other service architectures and the NASA enterprise architecture.

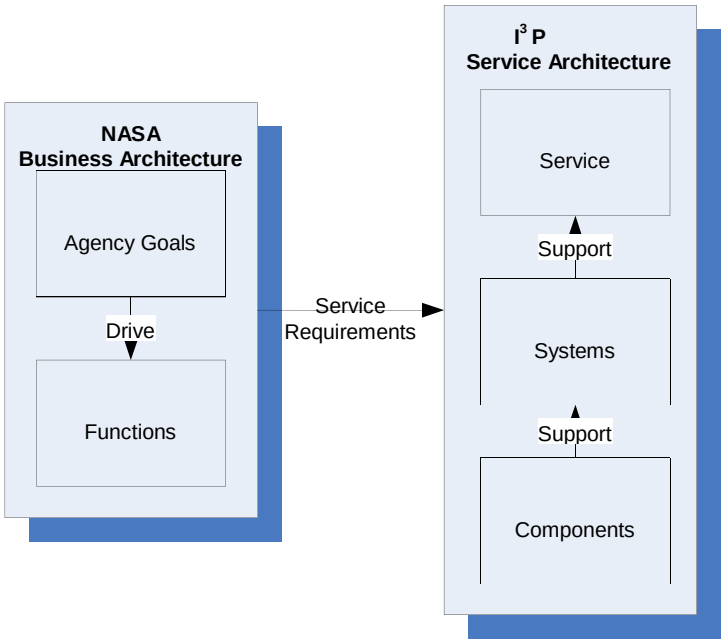

Figure 4: NASA Business and Service Architectures

[1] Examples include NASA NDP/NPR 2830.1 EA Policy, NASA-STD-2804 Minimum Interoperability Software Suite, and NASA-STD-2805 Minimum Hardware Configurations.

[2] Examples include the Federal Enterprise Architecture Framework (FEAF), FEA Core, Business Service, and Enterprise Service Segments, and the Practical Guide to Federal Service Oriented Architecture (PGFSOA) v1.1

2.2.4 Systems Engineering and Integration (SE&I)

The OCIO A&ID organization's SE&I component is accountable for the design of new services including the development of cost estimates associated with these new offerings. The SE&I group also ensures that new and existing services are translated into the NASA technical reference model (TRM) and that all changes to the NASA enterprise IT environment are managed through the appropriate change advisory boards (CABs). These engineering and integration functions also include the establishment of service configuration and performance expectations, reflected in appropriate performance definitions, service metrics and evaluation criteria. Under the ESM concept, the SE&I group is responsible for risk assessments and impact analyses associated with the delivery of existing and new enterprise services. Finally, the SE&I group is responsible for the coordinated deployment of new and updated services.

2.2.5 Project Executives (PEs)

Project Executives are the actual service owners for the respective I^3P services for which they have responsibility. In this role as service owners, the PEs are accountable for the configuration of services and the vetting of these services through the appropriate change advisory and control boards within the Agency. PE's are responsible for the development of their specific service strategies and the budgetary requirements to implement these strategies if approved. In order to effectively carry out their responsibilities as Project Executives, each PE must actively engage the NASA user community. This customer relationship management function is essential in identifying issues and gaps in current service delivery to support the development of strategies that will enable continuous service improvement.

Each PE also handles contract performance escalation management in those situations where an issue cannot be resolved at the project office level, or when an issue may run across multiple enterprise services and resolution requires coordination at the ESM level. In addition, managing particularly high-impact service issues that impact day-to-day performance will also be escalated to the PE for communication and possible action. Finally, the PE is responsible for collaborating with the project office(s) responsible for the day-to-day management of service delivery to define service manager objectives and milestones.

2.2.6 Service Integration Management (SIM)

Service Integration Management (SIM) group is the ESM's transformation arm responsible for process architecture and design leading to the implementation of ITIL best practices across the enterprise. Its on-going functions are to execute ESM guidance and direction. The SIM will provide support for designing and implementing the NASA Information Technology Infrastructure Library (ITIL) processes and instituting formal Information Technology Service Management (ITSM) within NASA. The Purpose of the SIM is to improve the effectiveness and efficiency of NASA IT operations through the design, implementation, and operations of standardized IT service management practices. Primary functions of the SIM include:

a. Support strategic planning associated with defining and scoping the future ITIL-aligned Service organization;
b. Direct and coordinate implementation of the strategic plan: and,
c. Provide Continuous Service Improvement and ITIL process management for NASA's IT organization

The SIM will also provide Enterprise Service Desk (ESD) oversight and integration, along with the integration of performance metrics across all enterprise services. These metrics provided through ESD systems, Contractor deliverables, and customer surveys will be used by the SIM to obtain a 'big-picture' view of service performance, leading to service improvement recommendations. Additional information about the ESD is provided in the following section.

2.2.7 Enterprise Service Desk

The Mission of the ESD is to be the Single Point of Contact (SPOC) for Enterprise Services support, handling incidents and requests, and providing an interface for activities such as changes, problems, configuration, releases, service levels and IT Service Continuity Management. The importance of the ESD as a SPOC is to provide a single, consistent interface to the end-user community, which is a critical element of the business' determination of how well NASA IT is performing its job – one of the success criteria of the I^3P program.

The primary priorities of the ESD are:

a. To manage customer expectations by identifying and communicating I^3P services to customers. Route customers to the appropriate point of contact for those services not provided directly by the ESD or an I^3P service provider;
b. To return the customer to normal operations within Service Level Agreement (SLA) requirements and specifications;
c. To continuously improve service performance;
d. To perform consistent workflow enabling service request escalations across disparate IT infrastructure contracts;
e. To provide reliable communications coordination for Enterprise Service outages;
f. To collect, consolidate, analyze, and report performance metrics across the independent IT service providers for Enterprise Services provided to customers;
g. To provide the SIM with accurate and appropriate data that enables responsible operational decisions
h. To leverage existing NASA infrastructure to reduce costs; and
i. To provide integrated service support interfacing to functional areas of Procurement, Finance and Human Resources.

2.2.8 Project Offices

Located at each of the sites hosting an I^{3}P service contract, project offices are accountable for the day-to-day management and delivery of the enterprise services that they manage. Project offices are expected to coordinate across service managers, contracting officer's technical representatives (COTRs) and contracting officers (COs) to ensure the effective delivery of services across the Agency. While these offices are physically located at and managed by specific Centers, they perform an Agency function.

The project offices are also responsible for the management and synthesis of I^{3}P contract service performance and financial information, and communication of this information through the SIM and the appropriate PE. In terms of communication, the Project Office provides information to the Agency CIO, Project Executives, Service Integration Management, and to the Center and Mission Directorate CIOs to ensure that all levels of the NASA organization remain informed regarding important performance or service delivery issues.

Project offices manage the day-to-day financial transactions and issues associated with the services they manage, and will escalate complex contract and performance issues as required. Project offices will work closely with the I^{3}P service providers to manage technical issues as well as to ensure that contractual service levels are consistently being achieved.

Service Managers are responsible for each specific IT service contract under the I^{3}P services umbrella. They are the coordinator and Point of Contact (POC) for a specific service offering e.g. LAN services as opposed to WAN services. They are accountable for adherence to the day to day operational parameters for performance of the service as defined in the SLAs and facilitate service operation activities. The service manager performs oversight of service supplier activities (Contractor oversight) and communicates IT service performance issues to the PE. They provide customer relationship management support to the CIOs relative to Enterprise (Agency) services. Service Managers will function as associate members of the Enterprise Change Advisory Board (CAB).

In order to provide a coordinated and consolidated technical picture of the individual I^{3}P contracts each Project Office will designate an I^{3}P Integration Lead (I^{3}PIL). The I^{3}PIL supports the PE and SIM offices ensuring contracted service providers across the centers are working in accordance with (and to established) agency standards, regulations, processes and procedures. I^{3}PILs work with peer I^{3}PILs to ensure integration across contracts for projects and processes and support service performance monitoring and reporting to Service Managers, PEs and SIM in regards to individual contracts.

2.2.9 Center CIO

As with the overall NASA IT service delivery environment, the role to the Center CIO continues to evolve and mature. With the implementation of I^{3}P and the resulting shift from local to enterprise delivery of some services, the role of the Center CIO and the staff that they manage is evolving. Even as the roles and responsibilities shift to support the NASA IT strategy, the

Center CIOs maintain significant responsibility for local service delivery, and are acquiring new roles associated with enterprise service strategy and delivery. These roles and responsibilities are described in the following section.

Relative to local service delivery, Center CIOs are accountable for the day-to-day delivery of locally-provided IT services that are not provisioned as part of one of the Agency service contracts. This includes all aspects of managing these services including service design, implementation, monitoring, security, and continuous improvement. The Center CIO is also accountable for ensuring that any locally-provided services align with Agency strategy and policy. Center CIOs ensure the provisioning of local infrastructure to enable effective and efficient delivery of enterprise services while overseeing the Center's overall IT portfolio and managing demand for both local and enterprise services. The CIO is ultimately responsible for customer relationship management across all organizations at the Center, and ensures that requirements, issues, and concerns regarding IT services are captured, understood, and addressed. In terms of strategic leadership, each CIO is a member of the Center's executive leadership team responsible for solving business problems through the application of innovative IT solutions. In a similar manner, each Center CIO is a member of the Agency IT Management Board and is responsible for setting the Agency's strategic direction relative to information and information technology.

Center CIOs also have significant responsibility relative to enterprise service delivery. Because the Agency has such a highly-skilled IT workforce spread across all Centers, each CIO will identify subject matter experts (SMEs) to support each of the enterprise services at their respective Center. In addition to these SMEs, a Center Integration Lead will be identified to coordinate and manage issues involving integration across multiple services. These SMEs and Integration Leads will work closely with the associated Project Offices and the Agency SIM to effectively implement enterprise delivery of key services. As additional requirements are identified for new or improved services, Centers CIOs will also identify and provide technical experts to participate on Agency-level technical and architectural teams. Finally, the CIO will serve as the voice of the Center customers to Agency service providers while monitoring service integration and performance issues locally and participating in continuous service improvement efforts.

Those CIOs whose Centers host Project Offices have additional responsibilities including working with the Agency CIO to determine the resources required to manage and execute the project as agreed to with the Agency OCIO. Host Center CIOs also work with the appropriate PE(s) to define performance objectives for local staff members who are supporting enterprise service delivery and then manage the project office staff to ensure that the Center delivers on these Agency commitments.

2.2.10 Mission Directorate CIOs

Similar to Center CIOs, Mission Directorate CIOs represent the requirements of their respective missions, which cut across all NASA Centers. The Mission Directorate CIO has a unique understanding of the mission requirements related to information and information technology

and works with Center and Agency IT Service providers to ensure that these requirements are satisfied. Each Mission Directorate CIO is a member of the Agency IT Management Board and is responsible for helping to set the Agency's IT strategic direction and provides a critical customer relationship management function as the voice of the mission customer regarding all aspects of NASA IT services.

2.3 NASA IT Governance Process and Structure

Contractors shall adhere to the NASA OCIO governance strategy and framework as outlined in this section and discussed in greater detail within each respective I³P contract and associated performance work statements.

In conformance with NASA's IT governance process, Contractors shall:

- Support NASA's Mission via ongoing alignment and management of NASA's IT assets and processes with its mission requirements and strategic initiatives;
- Identify potential areas of investment redundancy and opportunities for consolidation, rationalization and cost efficiency; and,
- Support master planning at the Agency level to increase visibility of and better prioritize investments.

NASA's approach to IT governance is a structured, decision-oriented model that has critical linkages to NPR 7120.7 NASA Information Technology and Institutional Infrastructure Program and Project Management Requirements and other NASA IT management processes such as capital planning and investment, information technology security planning, and enterprise architecture as defined in various IT-related policy documents (NPR 2800.1, Managing Information Technology, NPR 2810.1 Security of Information Technology, and NPR 2830.1 NASA Enterprise Architecture Procedures).

NASA's IT environment is organized into three major areas, or portfolios:

- IT infrastructure services;
- IT applications; and
- Highly-specialized IT, such as technology that supports real time control systems and on-board avionics.

While some cross-cutting IT processes, such as IT security, apply to all portfolios, the scope of IT governance described in this section applies primarily to IT infrastructure and application services.

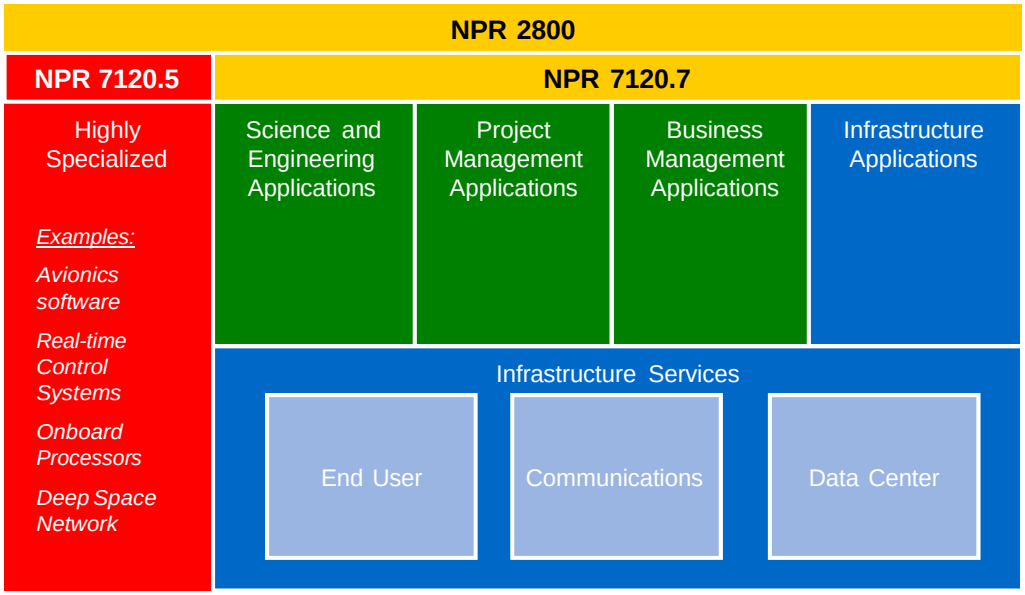

Figure 5: IT Portfolios and Governing Policies

To address the wide-ranging decisions which are likely to occur throughout the life cycle of the I³P contracts, at an Agency level NASA will employ a three-tiered board model where each board has a clear set of responsibilities as well as interfaces to the other governing bodies. This governance model shown below provides complete coverage of the life cycle of an IT investment from the initial decision to fund a proposed investment to the oversight of its implementation and operations and subsequent decommissioning. Each of these life cycle phases has associated with it unique milestones and metrics that require different activities and therefore different board oversight.

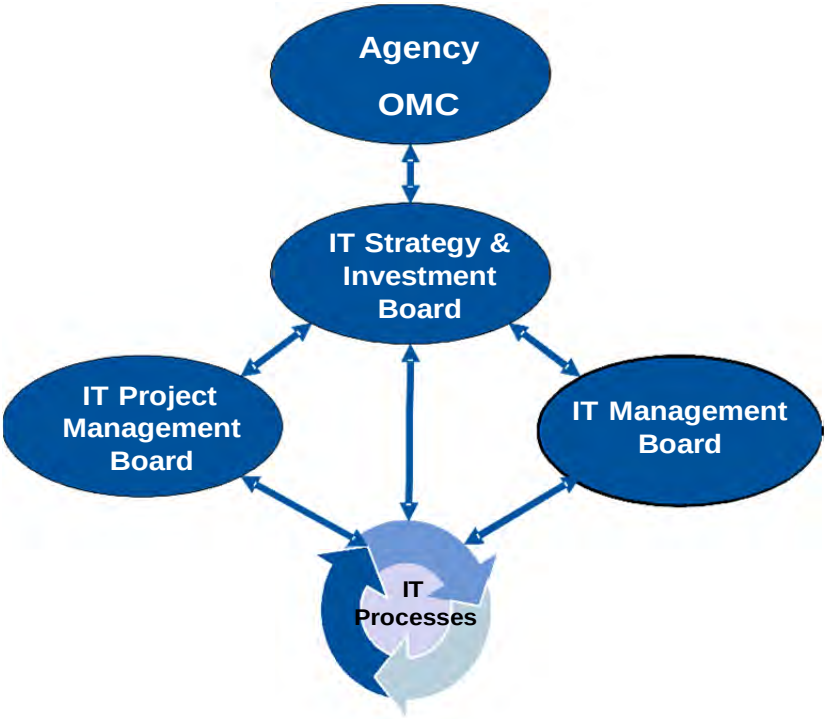

Figure 6: NASA IT Governance Structure

The scope and purview of each NASA board is further defined as follows:

- **IT Strategy and Investment Board (SIB)** – Decisions regarding IT strategy and related investments (prioritization and selection), Enterprise Architecture, and NASA-wide IT policies/processes. Members include senior level stakeholders from Mission Directorates, Mission Support Offices, and Centers.
- **IT Project Management Board (PMB)** – Decisions regarding application and infrastructure projects to ensure that investments approved by the IT Strategy and Investment board stay on track during formulation, design and implementation. Members include the Deputy CIO, one or more IT Strategy and Investment Board representatives, IT Operations Board Chair, Enterprise Architecture (EA) Lead, and representatives from Mission Directorates, Mission Support and Centers.
- **IT Management Board (ITMB)** – Decisions regarding operational performance and issues related to performance. Members include the Associate CIO for Architecture and Infrastructure, Center CIOs, the Deputy CIO for IT Security and the EA Lead. Mission Directorates may provide a representative at their discretion.

Although each governance board is chaired by a member of the OCIO, decisions are made in consultation with and in concurrence with key stakeholders. Should the need arise an escalation path exists to the Agency Operations Management Council (OMC) which can be invoked as necessary.

The governance structure described above operates at the Agency level and addresses major IT investments that cross Center and program boundaries. Centers are also implementing local governance structures that while customized to the unique organizational environment and culture at each Center, conform in spirit to the Agency governance structure and enable Center-specific investments to be addressed. Notwithstanding the existence of Agency or Center specific governance structures, it is expected that changes will need to be made over the life of the I³P Acquisition to address the full IT life cycle as described in NPR 7120.7.

NASA's approach to IT governance reflects the latest in industry best practices and is grounded in the strategic management principles for governing, managing, implementing, monitoring, and controlling the work of the Agency as set forth in the Strategic Management and Governance Handbook NPD 1000.0.

2.4 Contractor Responsibilities

In addition to working with NASA in concert with Agency level governance processes and structures, Contractors must work within other complementary contract and relationship management mechanisms as defined within each contract.

These additional governance processes and structures relate to the Contract administration and management activities that are specific to the individual NASA Centers responsible for procuring and overseeing delivery and performance as defined in the individual I³P performance work statements. Contractors should refer to the individual contracts for details of these complementary governance processes and structures.

The I^3P Contractors shall work closely with the ESM and SIM organizations to ensure adherence to NASA standard IT processes, monitor compliance, drive continuous service improvement and coordinate service operations to achieve an effective and efficient multi-sourced IT environment in support of Agency requirements. I^3P Contractors shall work closely with Center CIOs to understand requirements and to work local service delivery issues.

While specific requirements are captured in the cross-functional ITIL process requirements, an overview of these responsibilities associated with supporting ESM and SIM activities is provided below.

Policies and Procedures: Contractors shall support SIM identification, definition and implementation of changes to Agency IT policies and procedures that improve service delivery, streamline operations and reduce costs. Contractors shall do this through the identification and application of Industry best practices, methodologies and tools within the NASA ITSM environment.

Strategy Development: Contractors shall participate in the Agency's annual portfolio management process by providing design, cost, benefit, risk and other information necessary for the ESM to prioritize a list of projects aligned with user requirements.

Process Development: Contractors shall support service integration by defining and implementing service delivery processes and procedures identified in the Agency's Cross Functional Statement of Work and other Contractor processes that are complementary to NASA's ITIL v3 aligned processes.

Process Interface: Contractors shall ensure that cross-contract service integration and delivery touch-points are aligned with both Government and other I³P Contractors so that seamless service delivery and management occurs.

Compliance Monitoring: Contractors shall support the Agency in monitoring of service delivery to the end customer. Such monitoring shall include, but not necessarily be limited to, process quality assurance, escalating and resolving issues (inclusive of cross-contract/vendor), monitoring production control, and integrating actions, communications and exchanges of service supporting data activities across I³P Contractors to ensure customer support requirements are met (i.e. SLAs are met).

Operations Coordination: Contractors shall support NASA's management of the multi-sourcing environment by supporting coordination and oversight of operations.

Continuous Service Improvement: Contractors shall identify, define and implement continuous service improvement activities. Contractors shall benchmark projects as defined by SIM's continuous improvement processes.

2.5 Relationship Management

Contractors shall follow a robust Governance model to partner with NASA and manage both services delivery and contract performance. Relationship management focuses on actively managing relationships with NASA customers, stakeholders and other Contractors who are integral to the delivery of integrated IT service management (ITSM) under I³P. All relationship management practices are ongoing and entail the following set of activities:

- Managing interactions with NASA to ensure their effectiveness and to capture critical service level information;
- Formally managing relationships with NASA customers and Contractors by establishing relationship objectives and tracking performance of those objectives;
- Selecting suppliers and partners based on their ability to meet NASA business requirements;

- Obtaining feedback from NASA stakeholders, including employees, and Contractors on the nature and quality of key service and delivery relationships; and,
- Proactively identifying opportunities that will provide additional value to NASA.

The NASA IT governance structure is designed to encourage collaborative discussion of issues and ideas critical to the ongoing success of I³P and related IT transformation. As detailed in the individual I³P contracts, each party shall designate an individual to serve as a relationship manager who will be that party's single point of contact (SPOC) for all matters relating to the outsourcing contract. The Contractor's relationship manager shall:

- Be knowledgeable about NASA's I³P service requirements and each of the Contractor's and its sub-Contractors / partners products and services;
- Be experienced at running IT systems and networks, as they relate to the provision of services for which they are contracted, of similar size to NASA's current and anticipated business requirements;
- Have overall responsibility for directing all of the Contractor's activities; and,
- Be assigned to the NASA account for a significant portion of the contract term.

Contractors shall assist and contribute to setting the strategy and processes concerning NASA's technology and use over the life of each I³P contract. Contractors shall continually evaluate the technical environment, identifying potential enhancements that will reduce overall costs while delivering high quality and high availability services across the Agency.

3 Service Coordination and Collaboration

3.1 Introduction and Overview

The I³P Acquisitions involve more than management of five independent sourcing agreements. The effort will require coordination, collaboration and integrated management of key processes among Contractors and across contract boundaries.

It is in the coordination of multiple Contractors where the management of I^3P services differs from the management of five independent IT contracts. Coordination of services across these multiple contracts involves coordinated management of four sets of relationships:

a. Between NASA end users and individual Contractors;
b. Between NASA leadership and individual Contractors;
c. Between NASA's internal client facing and support organizations required to deliver IT services; and,
d. Between the I^3P Contractors.

It is important that Contractors work with NASA and with each other to establish and execute common management approaches and procedures to ensure that services are provided effectively and efficiently across the enterprise regardless of contractual boundaries.

3.2 Service Delivery Coordination and Collaboration

NASA recognizes the interdependencies of internal and external relationships and expects Contractors to work with the Agency and among themselves to proactively manage those interdependencies to support the overall mission, vision, and objectives of the OCIO.

Contractors shall ensure that processes and procedures are established and maintained to support service coordination and collaboration with NASA and other I^3P Contractors in the following delivery areas.

a. **Service Delivery Strategy** – Proactive management of NASA's service delivery strategy assumes that business conditions and customer requirements change over time requiring that initial strategies adapt to changes as they occur. By working with NASA to modify goals, priorities, policies and procedures as they affect one or more of the sourcing relationships, I^3P Contractors shall continuously improve how services are delivered to meet end user needs.

b. **Service Delivery Responsibility** – Management of service delivery can be complex when multiple Contractors are responsible for IT service delivery. I^3P Contractors shall know and understand who is responsible for each service delivery task, where touch-points or hand-offs are and how their responsibilities change as end-to-end service

delivery crosses contract boundaries. Process flows, cross-functional and contract-specific performance work statement elements all play a part in defining roles and responsibilities where coordination is required to ensure continuity of service and operations.

c. **Service Delivery Integration** – Coordination and collaboration across multiple Contractors demands that multiple Contractors work together and, as needed, shall co-develop processes that define the rules of engagement between various parties as well as how to manage the many touch-points and interface requirements between Contractors, end-users, and internal NASA organizational entities. Proactive management of delivery integration not only ensures that everything that needs to get done is accomplished, but that Contractors work together to identify, create and document any new procedures necessary to ensure seamless service delivery to NASA customers over time.

d. **Service Delivery Performance Assessment** – Proactive management of service performance processes are focused on verifying the facts of the relationship through coordination and cooperation among NASA I^3P and other supporting Contractors. The Contractor shall support service level evaluations, operational or security assessments, financial audits, and other assessments required by the OCIO in response to changing business conditions or governance requirements.

e. **Delivery Communication** – Proactive management of communications and feedback requires the transmission of information generated throughout service creation and service delivery processes. Contractor reporting shall address end-to-end service delivery requirements, ensure the right information is available to the right people at the right time, facilitate operational excellence and support NASA's decision making requirements.

NASA's Enterprise Service Management organization will be the focal point to ensure seamless IT service delivery.

4 NASA IT Infrastructure Library (ITIL) Version 3 Approach

4.1 Introduction and Overview

In support of the Agency Chief Information Officer's (CIO) vision for I^{3}P, various IT operational models were analyzed and the Information Technology Infrastructure Library (ITIL) version 3.0 framework was selected. Applicable ITIL v3 processes have been identified and prioritized for development and implementation within the NASA IT environment. It is recognized by the NASA Information Technology Management Board (ITMB) that a common and consistent Agency-wide IT organizational management structure is required to support centralized, Agency-provided IT services. The new ITIL processes will be designed to enable and support IT governance via performance metrics. The adoption of a standardized framework that includes a common terminology and process set will be an integral part of all I^{3}P support contracts. ITIL version 3.0 focuses on Service Management and seeks to align IT with business objectives. ITIL version 3.0 outlines a set of integrated processes that encompass the full scope of the IT service lifecycle. By defining a common set of ITIL version 3.0 aligned processes that are applied across all I^{3}P contracts, NASA strives to attain maximum efficiencies while ensuring seamless, integrated services for IT customers.

Adoption of ITIL will enable NASA's mission by:

a. Better integrating the Agency's people, processes, and information;

b. Improving security; and,

c. Achieving efficiencies.

4.2 Implementation Plan and Scope for I^{3}P

NASA has developed an implementation plan and roadmap based on the introduction of ITIL v3 as the Agency's process framework in support of I^{3}P. Prospective service providers shall have documented, repeatable ITIL processes with relevant metrics reporting capabilities. NASA requires prospective service providers to engage and align with NASA's IT organization and NASA's ITIL processes.

NASA's approach is based on a phased implementation of ITIL processes. Activities in support of this implementation have been prioritized according to the following Government criteria:

a. Processes having greater relative importance to I^{3}P Acquisition Governance and Strategy;

b. Processes that require extensive, multiple vendor coordination and integration; and,

c. Processes that industry experience and best practice suggest should be addressed earlier in an ITIL implementation

Twelve (12) of the ITIL v3 processes have been grouped into either Primary or Secondary implementation priorities.

Five (5) of these processes have been identified as primary implementation priorities. They include:

a. Change Management;
b. Incident Management;
c. Request Fulfillment;
d. Problem Management; and,
e. Service Level Management/Service Catalog Management*.

*Service level management is currently an ongoing process and will be revisited as a specific development at a later date based on reassessment and re-prioritization by the OCIO. A service catalog management basic process was developed in early 2009 and will be revisited with the secondary set of process developments.

These five (5) processes are considered primary I^3P implementation priorities for the following reasons:

a. They are foundational processes in that many of the remaining ITIL processes depend on them;
b. They have strong ties to the new Enterprise Service Desk (ESD) being established in support of the I^3P acquisition and cross all five (5) of the independent service contracts;
c. They tend to be ticket-management-heavy processes central to efficient and effective resolution of service interruptions and/or restoration of services to end-users;
d. There is stronger familiarity of these processes among the NASA technology groups; and,
e. There are significant opportunities associated with these processes for quick wins and/or accelerated achievement of I^3P objectives.

Seven (7) of the ITIL processes have been identified by NASA as secondary I^3P implementation priorities. They include:

a. Service Asset and Configuration Management;
b. Release and Deployment Management;
c. Capacity Management;
d. Strategy Generation;
e. Service Portfolio Management;

f. Service Catalog Management; and,

g. Supplier Management

These seven processes were targeted as secondary implementation priorities because:

a. Several (e.g. Release and Deployment Management and Capacity Management) require that Change Management be in place and operational prior to their implementation;

b. Several (Service Asset & Configuration Management and Service Catalog Management) require significant set-up and coordination across the I^3P contracts and delivery teams; and,

c. Several (Service Portfolio Management, Supplier Management and Strategy Generation) are critical to establishing strategic direction for I^3P and create momentum behind its execution.

The remaining fifteen (15) ITIL v3 processes are considered tertiary implementation priorities by NASA. Selection and prioritization of these for implementation will be evaluated and determined as the NASA ITIL framework matures. They include:

a. Demand Management;

b. IT Financial Management;

c. Information Security Management;

d. Availability Management;

e. Service Continuity Management;

f. Validation and Testing;

g. Transition Planning and Support;

h. Knowledge Management;

i. Event Management;

j. Access Management;

k. Operations Management;

l. Service Evaluation;

m. Service Improvement;

n. Service Reporting; and,

o. Service Measurement.

In summary, NASA's introduction of ITIL v3 processes in support of the Agency's I^{3}P Acquisition supports the Agency's goals of transforming NASA's current environment to a more highly integrated IT Service Management environment.

4.3 NASA Defined ITIL v3 Process Requirements

I^{3}P Contractors shall define and implement service delivery processes and procedures that are consistent with both individual service provider-specific and cross-functional performance work statement elements.

I^{3}P Contractors shall implement processes and procedures that are consistent and complementary to NASA ITIL v3 aligned processes. All Contractor-developed processes and procedures necessary for the execution of the service delivery requirement are considered non-proprietary and shall be provided to the Government upon request.

I^{3}P Contractor interfaces associated with NASA IT services shall support NASA's ITIL process requirements as detailed in the cross-functional PWS elements, as well as any standards as identified in the Government process and policy documents associated with each NASA IT process.

Contractors shall actively participate in supporting changes to NASA process and policy documents. Changes to NASA process and policy documents will be managed by the Office of the Chief Information Officer.

The Government Incident Management system operated by the ESD for tracking the status of Problems, Incidents, changes, etc. will be the primary system of record used by the Government to track the status and completion of actions associated with these processes.

5 I^{3}P Common Architecture Components

5.1 Introduction and Overview

NASA's strategic approach to the management of IT infrastructure is to provide Enterprise-wide infrastructure services to maximize efficiency, improve IT security, and provide the best possible user experience. These infrastructure services have been defined into five (5) different portfolios:

a. End-User Services
b. Network and Communications Services
c. Enterprise Data Center Services
d. Enterprise Applications, and
e. Web Services

Each of these portfolios provides a specific set of component services which comprise part of the NASA Enterprise Architecture as reflected in the NASA Enterprise Service Catalog. Common across these five (5) portfolio areas is the requirement for a TIER-0/1 Enterprise Service Desk (ESD) and an Enterprise Service Request System (ESRS). Finally, to reduce redundancy and promote interoperability and collaboration, applications within the NASA environment must be integrated through the NASA Application Portfolio Management process. Each of these elements of the NASA environment is further described below.

5.2 NASA Enterprise Architecture Repository

In support of the continual evolution of the NASA Enterprise Architecture (EA), a knowledge base known as the NASA Enterprise Architecture Repository (NEAR) has been developed. The NEAR supports the alignment of IT goals, services, systems, components and standards with Center, Mission Directorate, and Agency goals, while enabling more effective management of current assets and improved planning for new investments. In addition the NEAR will reduce information redundancy and improve data consistency while at the same time increasing flexibility and agility to provide a vision of the future state of the IT environment.

The NEAR is hosted within the NASA IT environment. The NEAR has been defined as the authoritative source for all I^{3}P related services and will contain all I^{3}P services definitions and attributes. The specific data requirements associated with the NEAR are documented in the NEAR Interface Definition Specification (IDS).

NASA's services are documented through a line-of-sight approach, i.e., from goals to functions to services to systems to components, with components as the lowest level of technical representation. I^{3}P Contractors shall provide and maintain, in the NEAR repository, system and component level data about their services based on the NEAR IDS in accordance with DRD 1293CF-013**,** *NASA Enterprise Service Catalog Data Requirements*. In addition, the I^{3}P

Contractors shall maintain a service diagram that depicts the major systems and components of the service with relationships and dependencies in accordance with DRD 1293CF-013**,** *NASA Enterprise Service Catalog Data Requirements*. I^{3}P Contractors shall provide and maintain their respective service offerings and associated service data attributes in the NEAR.

Important NEAR reference information can be found in the following documents:

- NASA Enterprise Architecture Repository (NEAR) Interface Definition Specification
- NEAR Enterprise Service Catalog (also known as the NASA Enterprise Service Catalog)

5.3 NASA Enterprise Service Desk

The ESD is a foundational component of NASA's I^{3}P strategy for delivery of core IT infrastructure services. The ESD is located at and managed by NASA Shared Services Center (NSSC). The ESD serves as the single point of contact for Enterprise Services support providing a unified interface between the I^{3}P customers and the I^{3}P service providers (i.e. I^{3}P contracts – ACES, NICS, NEDC, EAST, and WEST). The primary functions provided by the ESD include management of the IT Service Management (ITSM) software suite and ESD/ESRS Configuration Management Data Base (CMDB), Tier 1 and Tier 0 incident management, service request processing, enterprise notification of planned/unplanned I^{3}P infrastructure outages, I^{3}P SLA metrics collection and reporting using the ITSM, and integration support to the SIM and I^{3}P Contractors for service continuity.

The Enterprise Service Desk will utilize the ITIL v3 framework and associated processes common to all I^{3}P service providers as outlined in the cross-functional PWS elements defined in this document. ITIL processes are divided between Service Delivery and Service Support with the Enterprise Service Desk being the primary point of contact between IT and users of IT services. The Service Integration Management organization in the OCIO Architecture and Infrastructure Division is responsible for the definition and development of all NASA ITIL v3 processes. Service Support provides for implementation of operational processes and day-to-day management of the environment. Service Delivery is associated with the tactical processes and planning processes.

I^{3}P Contractors shall interface with the ESD for a number of activities. These include (but are not limited to):

a) Building interfaces between the ESD Remedy system and the Contractor system during the transition period. If the Contractor chooses to use the ESD's Remedy system, the Contractor is responsible for all integration work with the NSSC;
b) Resolving, statusing, and closing escalated incidents that cannot be resolved at the Tier 1 or Tier 0 level;
c) Providing and updating knowledge articles used by the ESD call agents to resolve and/or triage I^{3}P Incidents that pertain to their specific contract service;
d) Providing notifications and community/organization lists for dissemination of planned and unplanned notices, service configuration changes affecting customers and/or other I^{3}P Contractors;

e) Providing status related to incident/problem resolution for those incidents assigned to their I^{3}P contract;
f) Providing information as to any configuration changes related to I^{3}P service provisioning assigned to their I^{3}P contract;
g) Providing and updating knowledge articles for the Tier 0 self-service I^{3}P Web site for commonly identified incidents and or user self service activities in accordance with DRD 1293CF-014, *Problem Documentation*;
h) Providing a POC for ESD-to-I^{3}P-Contractor escalation processing of incidents/problem/service requests for both normal business and after hours;
i) Providing initial load of Configuration Items (CIs) to the ESD/ESRS CMDB during the transition period of the Contractor or in accordance with a specific contract Service Asset and Configuration Management Plan in accordance with DRD 1293CF-003, *Service Asset and Configuration Management (SACM) Plan*; and
j) Providing updates to the ESD/ESRS CMDB Configuration items (CIs) e.g., for those items that were modified during the resolution of an incident or changed as a result of a scheduled refresh.

Important ESD reference information can be found in the following documents:

- Enterprise Service Desk Concept of Operations
- Enterprise Service Desk Performance Work Statement and associated Appendices
- ESD/ESRS Interface Definitions Specification
- ESD/ESRS 7120.7 Program/Project Systems Requirements documents

These documents and other references are found on the http://i3p.nasa.gov Website.

5.4 NASA Enterprise Service Request System

To facilitate a seamless user experience, another element of the I^{3}P common architecture is the NASA Enterprise Service Request System (ESRS). The ESRS will include:

a. A user-friendly, customer-facing interface to order all I^{3}P-provided services
b. The ability to provide pricing for services offered
c. Workflows to enable purchase authorization and verification of available funding
d. Workflows to enable the efficient distribution of component orders to the appropriate I^{3}P service provider(s)
e. An interface from the NASA Enterprise Service Catalog (ESC) to facilitate service ordering
f. The ability for users to track the status of all orders via the Tier 0 web site
g. A reporting capability to enable NASA leadership to monitor SLA performance and continuously improve service delivery
h. Integration with the Enterprise Service Desk to facilitate the aggregation of critical performance parameters with other I^{3}P metrics.

The ESRS utilizes the same IT Service Management software as the Enterprise Service Desk ticket system (BMC/Remedy 7.5) and will support the ITIL service request processes detailed in the cross-functional section of this PWS. Services and their attributes offered through the ESRS are defined and obtained from the NASA Enterprise Architecture Repository (NEAR).

I^3P Contractors shall interface with the ESRS for a number of activities. These include:

- Building interfaces between the ESRS Remedy system and the Contractor system during the transition period. If the Contractor chooses to use the ESD's Remedy system, the Contractor is responsible for all integration work with the NSSC;
- Building interfaces between the NEAR and the Contractor system during the transition period;
- Fulfilling, statusing, and closing service requests and updating CIs in the ESD/ESRS CMDB;
- Providing a POC for ESRS-to-I^3P-Contractor interfacing/integration for both normal business and after hours incident/problem resolution/service fulfillment; and
- Populating and updating I^3P services in the NASA Enterprise Service Catalog (ESC) in accordance with the NEAR IDS.

I^3P Contractors shall receive I^3P service requests from the ESRS for fulfillment. The specific interface definition between the ESRS and I^3P contracts are defined in the ESD/ESRS Interface Definitions Specification.

The ESRS is anticipated to be operational and fully-functional to support the phase-in of all I^3P contracts. Contractors shall plan for a period of integration and testing to integrate any Contractor order fulfillment systems with the ESRS.

Important ESRS reference information can be found in the following documents:

- Enterprise Service Desk Concept of Operations
- Enterprise Service Desk Performance Work Statement and associated Appendices
- ESD/ESRS Interface Definitions Specification
- ESD/ESRS 7120.7 Program/Project Systems Requirements documents

These documents and other references are found on the http://i3p.nasa.gov Web site.

5.5 NASA Application Portfolio Management (APM)

Another critical element of the NASA environment is the management of NASA's Application Portfolios. NASA APM provides a framework that informs and facilitates decision making regarding application investment, development, maintenance, and decommissioning. This is accomplished by providing knowledge about available applications, application business and technical performance, and total cost of ownership.

In order to assist in effectively managing the NASA application landscape, Section 7 of this document includes process requirements associated with the NASA APM initiative.

In addition Contractors shall comply with the following:

1. Provide an annual Application Inventory Cost report as documented in DRD 1293CF-005, *Application Inventory (AI) Report.*

2. Review the NASA System for Tracking and Registering Applications and Websites (STRAW) to verify if an existing application will satisfactorily fulfill the stated application requirements prior to purchasing or developing a new application/capability and inform the Responsible NASA Official of said existing application(s).

3. Utilize the documented NASA ITIL process framework to ensure that all new applications being developed and/or entered into service are documented in the NASA Application Repository and all applications being decommissioned/removed from service are so documented in the NASA Application Repository.

6 Common Information Technology Security Requirements

6.1 Introduction and Overview

In order to appropriately secure NASA systems and information, the following IT security requirements apply to all I^{3}P Contractors. Where the term "information system" is used this refers to any system that physically or logically is connected to a NASA network, or that stores, processes, or transmits NASA data. Referenced NASA, federal, or IT Security policies or procedures may be downloaded from the NASA IT Security documentation website at http://itsecurity.nasa.gov/policies/index.html. Additional IT Security requirements may be contained in each service-specific I^{3}P contract and shall be in addition to the requirements contained in this cross-functional section.

6.2 Common IT Security Requirements

a. All information systems provided and/or operated under this contract are federal information systems. (A federal information system is defined in NIST SP 800-37, Rev 1 (and subsequent revisions), *Guide for the Security Authorization of Federal Information Systems* and in 40 U.S.C., Sec. 11331, as an information system used or operated by a federal agency, or by a Contractor of a federal agency or by another organization on behalf of a federal agency.) The Contractor shall identify an IT Security point-of-contact (POC) for supporting IT security requirements for each I^{3}P contract. The Contractor shall demonstrate compliance with IT information system security requirements by documenting a system security plan in accordance with DRD 1293CF-002, *Information Technology (IT) System Security Plan (SSP).* The Contractor shall be responsible for meeting the requirements for security authorization, also known as certification and accreditation (C&A), of these information systems, consistent with FIPS 200 and NIST SP 800-37 (Rev 1). A NASA official, determined in accordance with NPR 2810.1, will perform the role of the authorizing official for all such information systems.
   1. The Contractor shall use NASA processes, as specified in NASA policy and procedures, to meet the requirements for security authorization of all such information systems.
   2. For all information systems provided under this contract that store, process or transmit NASA data, NASA will determine the system's FIPS 199 security categorization. For any other information systems provided under this contract or used in performing this contract, NASA will approve the system's FIPS 199 security category.
   3. The Contractor shall ensure that all systems institute information security controls in accordance with NIST SP 800-53.
   4. The Contractor shall support all applicable security assessments of each information system. At the discretion of the NASA authorizing official, the Contractor shall either perform or provide for the performance of system security assessments, or support independent system security assessments (e.g., third party

certification, IG Audits, GAO audits, and self certification), as part of the security authorization and continuous monitoring process.

5. The Contractor shall track identified risks and security vulnerabilities for each information system in the NASA System Assessment and Authorization Repository (NSAAR) and remediate vulnerabilities on a schedule as determined by the NASA authorizing official.
6. All required system security documentation shall be entered into the NSAAR.

b. The Contractor shall document their approach to managing information security in an Information Security Management Plan according to DRD 1293CF-001, *Information Security Management Plan*.

c. Some work performed by the I^3P contracts will require access to and/or generation of classified information, work in a secure area, or both, up to the level of Top Secret/ Secure Compartmented Information (TS/SCI). See Federal Acquisition Regulation clause 52.204-2 in this contract and DD Form 254 (refer to http://www.usaid.gov/policy/ads/500/dd254.pdf), Contract Security Classification Specification, Attachment [Insert the attachment number of the DD Form 254].

1. The Contractor shall ensure that key Contractor IT security personnel have the appropriate security clearances, up to the level of TS/SCI, to receive classified IT security threat information, to implement security controls based on such information, or to support other activities that require access to classified information.

d. The Contractor shall configure and maintain operating system and software on all information systems provided under this contract in accordance with Federal and NASA security configuration policies and guidance.

1. The Contractor shall apply all relevant Federal system and software security configurations, for example, the Federal Desktop Core Configuration, according to NASA guidance.
2. All information systems shall be patched with all critical patches (as determined by the product vendor or NASA) in accordance with the NASA Organization Defined Values for NIST SP 800-53 Security Controls and subsequent revisions.
3. In some rare circumstances, the NASA Deputy CIO for IT Security or designee may determine that a particular patch must be applied more urgently. In such cases, all information systems shall be patched in the timeframe specified by the NASA Deputy CIO for IT Security or designee.
4. System configurations and patching status for all information systems provided under and in support of this contract shall be reported using the NASA patch reporting environment. Each computer shall run up-to-date NASA reporting agent software for automated reporting. For any computers that cannot run the reporting agent software, a NASA-approved waiver must be obtained in accordance with NASA policy and procedures.

e. All information systems shall be protected by the NASA enterprise anti-malware (including anti-virus, anti-spyware, etc.) solution, which provides automated updates of virus definitions at least once every 24 hours and automated logging and reporting. The NASA enterprise anti-malware solution for desktops and laptops is provided by the ACES contract. The NASA enterprise anti-malware solution for servers is provided by the NEDC contract. For any computer that cannot use the anti-malware

solution or for which no anti-malware software exists, a NASA-approved waiver must be obtained in accordance with NASA policy and procedures.

1. The Contractor shall correct or mitigate detected vulnerabilities in accordance with NASA policy, unless directed otherwise by NASA for specific urgent issues.

f. All information systems provided under this contract or used in support of this contract shall be scanned for vulnerabilities in accordance with NASA policy.
   1. The Contractor shall make available all information systems located within the NASA network perimeter for network-based vulnerability scanning by NASA. NASA will coordinate scanning activities with the Contractor to the extent possible to ensure that vulnerability scanning creates minimal impact on operations.
   2. For all other information systems which process NASA data, the Contractor shall report to NASA the results of vulnerability scans and remediation, in accordance with NASA guidance.

g. For all software developed in support of this contract, the Contractor shall follow software security assurance practices to ensure that the software is designed and developed to operate at a level of security that is consistent with the potential harm that could result from the loss, inaccuracy, alteration, unavailability, or misuse of the data and resources that it uses, controls, and protects.
   1. The Contractor shall verify that all software developers have been successfully trained in secure programming techniques.
   2. The Contractor shall perform application security analysis and testing according to the verification requirements of an agreed-upon standard (such as the Open Web Application Security Project (OWASP) Application Security Verification Standard (ASVS)).
   3. For web applications, the Contractor shall ensure that the software shall not include any of the flaws described in the current "OWASP Top Ten Most Critical Web Application Vulnerabilities."

h. The Contractor shall follow NASA IT security incident management procedures in accordance with NASA policies and ensure coordination of its incident response team with the NASA Security Operations Center (SOC). The Contractor shall report in accordance with DRD 1293CF-012, *Information Technology (IT) Security Incident Report* to the NASA SOC any suspected computer or network security incidents occurring on any systems, in accordance with Federal mandates and NASA policies and procedures. The Contractor shall provide all necessary assistance and access to the affected systems so that a detailed investigation can be conducted, problems remedied, and lessons learned documented. Security logs and audit information shall be handled according to evidence preservation procedures.
   1. The Contractor shall make available logs from any information system to the NASA common logging environment, as requested by the NASA SOC. Electronic raw log data shall be forwarded from the source device to the NASA common logging environment, in accordance with NASA policies, procedures and guidance.
   2. The Contractor shall report the theft or loss of any device that may contain NASA information, in accordance with NASA incident reporting policy and procedures.

i. The Contractor shall provide a logging environment that centrally captures and retains logs from all information systems provided under this contract.
j. The Contractor shall provide to NASA real-time, electronic access to all asset information and configuration management information for all devices provided under this contract and in support of this contract.
k. The Contractor shall ensure that all individuals who perform tasks as a system administrator, or have authority to perform tasks normally performed by a system administrator, possess knowledge appropriate to those tasks, as demonstrated by holding industry-standard certifications. In addition, system administrators shall not be granted elevated privileges to information systems covered under this contract unless they are authorized and have met the training requirements in accordance with NASA policy.
l. Prior to deployment of any IT security services, the Contractor shall obtain approval from the NASA Deputy CIO for IT Security or designee. Any IT security services provided by the Contractor shall be coordinated and integrated with the NASA SOC.
    1. Monitoring NASA networks (NASA IP Address space) is an IT security service performed by the NASA SOC (both security monitoring of network traffic and monitoring of system logs) and will be done only by the SOC unless otherwise agreed upon by the I^3P Contractor and NASA and documented in the Contractor's Information Security Management Plan.
m. The Contractor shall support the integration of NASA SOC IT security services and technologies into systems provided under this contract and in support of this contract, in accordance with NASA guidance.
n. The Contractor shall work with the NASA OCIO and the incumbent Contractor to transfer responsibility for all IT security requirements for existing information systems within the scope of the contract from the incumbent Contractor to the successor Contractor. The Contractor will receive from NASA a list of the applicable information systems.

7 Cross Functional Performance Work Statement Elements

The NASA IT Infrastructure Integration Program (I^3P) requires coordination, collaboration, and ultimately co-management of key processes across I^3P Service Contractors and contract boundaries. To ensure a successful integrated IT service environment across NASA, it is essential that IT service providers adhere to the NASA ITIL framework. The purpose of the following CF-PWS Elements are to consolidate the requirements that must remain consistent across Contractor service agreements. The requirements contained in this section are the responsibilities of the Contractor or Contractors associated with the Cross Functional Services.

7.1 General Provisions

7.1.1 IT Infrastructure Library® Version 3 (ITIL® v3) Support

Contractor shall be responsible for:

a. Defining and implementing service delivery processes and procedures that are consistent with the requirements contained in this CF-PWS. Contractor processes used to provide services shall be consistent and complimentary with Government ITIL® v3 aligned processes.
b. Ensuring that interfaces with Government, I^3P Contractors and other Contractors are consistent with Government ITIL® v3 aligned processes.
c. Ensuring that changes are approved and authorized by Government in accordance with Government Change Management Process.
d. Providing information to support maintenance of Government Enterprise Service Catalog.

7.1.2 Understanding and Knowledge of ITIL®

Contractor shall be responsible for:

a. Ensuring that all Contractor personnel involved in delivery of services shall possess basic knowledge, understanding, and familiarity with foundational ITIL v3 concepts and processes.
b. Providing verification that Contractor personnel, required in delivery of services, are experienced and trained in ITIL.
c. Participating in an objective assessment of Contractor ITIL maturity.

7.2 Change Management

7.2.0 High-Level Process Flow Diagram, Goal, Purpose and General

Goal: The goals of Change Management are to: Respond to the customer's changing business requirements while maximizing value and reducing incidents, disruption and re-work; and respond to business and IT requests for change that will align services to business needs.

Purpose: The purpose of Change Management is to ensure that: Standardized methods and procedures are used for efficient and prompt handling of Changes; Changes to service assets and configuration items are recorded in the Configuration Management Data Base (CMDB); and overall business risk is optimized.

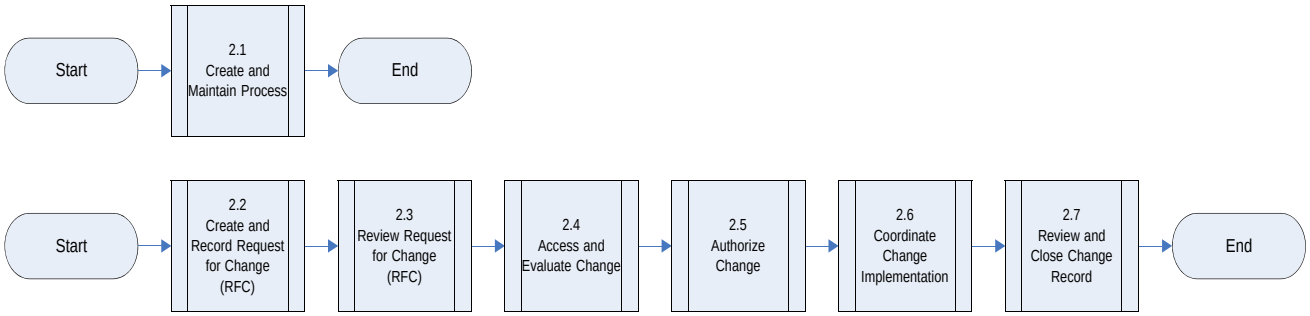

Figure 7: High-Level Change Management Process Flow Diagram

General Provisions:

Contractor shall be responsible for:

a. Designing and implementing Change Management procedures that align with Government Change Management Process**.**
b. Documenting, tracking and managing all Changes using a Contractor or Government provided Change Management system.
c. (When Contractors use a Contractor Change Management System) Providing integration between Contractor and Government Change Management systems including the integration of applicable software, e-mail and telephony in accordance with Government Change Management Process. All changes necessary to provide system integration shall be made at Contractor expense. Contractor solution shall provide an efficient transfer of information between systems in accordance with DRD 1293CF-011, *Interface Definition Agreement (IDA)*.
d. Providing communications to users via Enterprise Service Desk and maintaining regular communications between all parties through resolution in accordance with Government Change Management Process.
e. Providing case ownership of Change Requests that are assigned to Contractor until Change record is closed or ownership is officially recorded and subsequently reassigned.
f. Participating in regularly scheduled Change Management meetings in accordance with Government Change Management Process.

7.2.1 Create and Maintain Change Management Process

Contractor shall be responsible for:

a. Complying with Government Change Management Process.
b. Performing continuous analysis of industry best practices or trends and inform Government of changes that could impact or improve Government Change Management process.

7.2.2 Create and Record Request for Change (RFC)

Contractor shall be responsible for:

a. Determining type of change request that is required in accordance with Government Change Management Process

b. Determining change procedures to be used in accordance with Government Change Management Process.
c. Completing request for change form(s) (e.g. performing data entry into the government's Service Request system thereby creating a Service Request ticket), with required documentation in accordance with Government Change Management Process.

7.2.3 Review Request for Change (RFC)

a. Contractor shall be responsible for providing information for preliminary review of requests for change.

7.2.4 Assess and Evaluate Change

Contractor shall be responsible for:

a. Providing information to support impact assessment of requests for change.
b. Providing information to support categorization and risk assessment of requests for change
c. Providing information to support assessment of the benefit of implementing requests for change.

7.2.5 Authorize Change

Contractor shall be responsible for:

a. Obtaining Government authorization for changes to services or underlying infrastructure supporting services in accordance with Government Change Management Process.
b. Participating in Change Advisory Board(s) in accordance with Government Change Management Process.

7.2.6 Coordinate Change Implementation

Contractor shall be responsible for:

a. Developing change implementation procedures in accordance with Government Change Management Policy.
b. Coordinating activities with Government, I^3P Contractors and other Contractors to implement approved changes.

7.2.7 Review and Close Change Record

a. Contractor shall be responsible for providing information and participating in review meetings for closure of change records and capture of lessons learned.
b. Contractor shall have responsibility for documenting in the government Service Request (SR) tracking system relevant SR closure information for which the Contractor had the lead in implementation.
c. Contractor shall be responsible for subsequent SR ticket closure updates.

7.3 Incident Management

7.3.1 High-Level Process Flow Diagram, Goal and General Provisions

Goal: The primary goal of Incident Management is to restore normal service operation as quickly as possible and minimize adverse impact on business operations, thus ensuring that the best possible levels of service quality and availability are maintained. "Normal service operation" is defined here as service operation within Service Level Agreement (SLA) limits.

Purpose: The purpose of Incident Management is to deal with all unplanned interruptions to an IT service or a reduction in the quality of IT service. This can include failures; questions or queries reported by users via telephone, email, face to face, or automatically detected and reported by event monitoring tools.

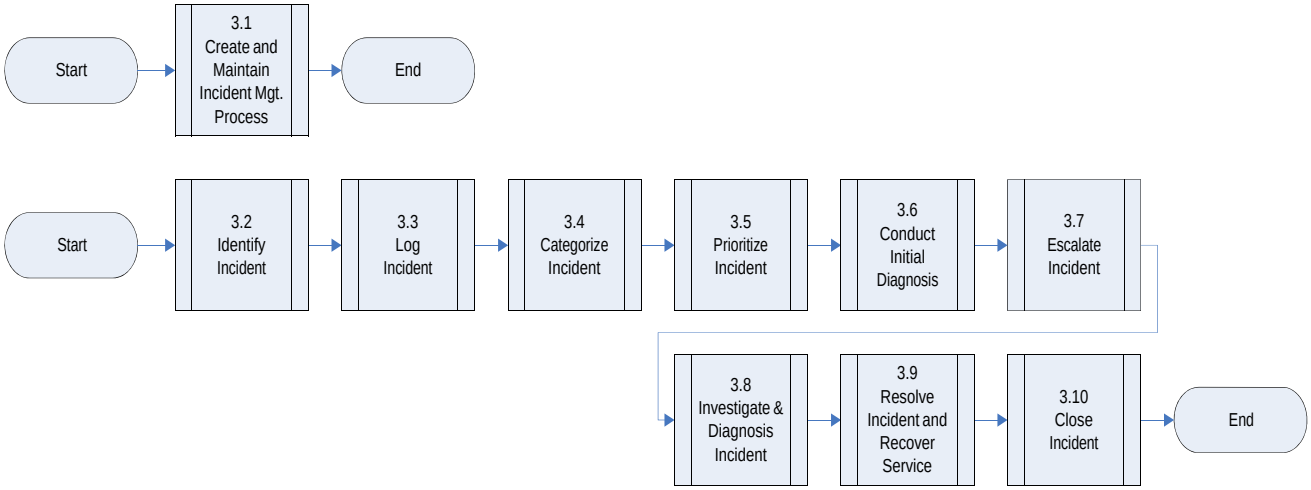

Figure 8: High-Level Incident Management Process Flow Diagram

General Provisions:

Contractor shall be responsible for:

a. Designing and implementing Incident Management procedures that align with Government Incident Management Process.
b. Documenting, tracking and managing all Incidents using a Contractor or Government provided Incident Management system.
c. (When Contractors use a Contractor Incident Management System) Providing integration between Contractor and Government Incident Management systems including the integration of applicable software, e-mail and telephony in accordance with Government Incident Management Process. All changes necessary to provide system integration shall be made at Contractor expense. Contractor solution shall provide an efficient transfer of information between systems in accordance with DRD 1293CF-011, *Interface Definition Agreement (IDA)*.
d. Providing communications to users via Enterprise Service Desk and maintaining regular communications between all parties through Incident resolution in accordance with Government Incident Management Process.
e. Providing case ownership of Incidents that are assigned to Contractor until service is restored or ownership is reassigned.
f. Retaining ownership of each Incident assigned to Contractor by either the Enterprise Service Desk or the Government's Service Integration Management (SIM) office.
g. Assigning end-to-end responsibility of each Incident to a single point of contact in order to facilitate communications with Government until service is restored.

h. Resolving assigned Incidents in collaboration and coordination with Government, I^3P Contractors and other Contractors, and in accordance with Government Incident Management Process.
i. Complying with Government notification and escalation procedures in accordance with Government Incident Management Process.

j. Participating in daily Incident review meetings.
k. Implementing and supporting continuous improvement actions to reduce frequency and severity of reported Incidents.

7.3.1 Create and Maintain Incident Management Process

Contractor shall be responsible for:

a. Complying with Government Incident Management Process.
b. Performing continuous analysis of industry best practices or trends and inform Government of changes that could impact or improve Government Incident Management process.

7.3.2 Identify Incident

Contractor shall be responsible for:

a. Detecting Incidents via both manual and automated monitoring mechanisms.
b. Notifying Enterprise Service Desk of an Incident within 15 minutes of detection.

7.3.3 Log Incident

Contractor shall be responsible for:

a. Logging Incidents in accordance with Government Incident Management Process.
b. Providing information to Enterprise Service Desk to ensure Incidents are logged in accordance with Government Incident Management Process.

7.3.4 Categorize Incident

Contractor shall be responsible for:

a. Categorizing Incidents in accordance with Government Incident Management Process.
b. Providing information to Enterprise Service Desk to ensure Incidents are categorized in accordance with Government Incident Management Process.

7.3.5 Prioritize Incident

Contractor shall be responsible for:

a. Prioritizing Incidents in accordance with Government Incident Management Process.
b. Providing information to Enterprise Service Desk to ensure Incidents are prioritized in accordance with Government Incident Management Process.

7.3.6 Conduct Initial Diagnosis

Contractor shall be responsible for:

a. Conducting initial diagnosis of Incidents in accordance with Government Incident Management Process.
b. Providing information to Enterprise Service Desk to ensure initial diagnosis of Incidents is performed in accordance with Government Incident Management Process.

7.3.7 Escalate Incident

Contractor shall be responsible for:

a. Providing Tier 2 and Tier 3 Incident resolution and support.
a. Accepting Incident Lead role as assigned.

a. Providing a mechanism for expedited handling of Incidents that are of high business priority to Government in accordance with Government Incident Management Process.
a. Opening 'Child' Incident records for other I^{3}P Contractor(s).
a. Providing status updates to Government Incident Management System.

7.3.8 Investigate and Diagnose Incident

Contractor shall be responsible for:

a. Conducting incident investigation and diagnostic activities to identify root cause and develop Incident work-around(s).
b. Executing Incident Management in accordance with Government Incident Management Procedures.

7.3.9 Resolve Incident and Recover Service

Contractor shall be responsible for:

a. Applying resolution or work around to restore service as quickly as possible.
b. Accomplishing resolution and recovery of all Incidents reassigned to Tier 2 and/or Tier 3 for support.
c. Notifying Enterprise Service Desk via Incident Management System that service is restored.
d. Recommending implementation of measures to avoid reoccurrence of Incidents relating to Services in accordance with Incident Management Procedures.

7.3.10 Close Incident

a. Contractor shall be responsible for providing Incident closure information in accordance with Government Incident Management Process.
b. Contractor shall have responsibility for documenting in the government Incident Management tracking system relevant incident closure information for which the Contractor had the lead in implementation.
c. Contractor shall be responsible for subsequent incident closed ticket updates.

7.4 Request Fulfillment

7.4.0 High-Level Process Flow Diagram and General Provisions

Goal: The goals of Request Fulfillment are: provide a channel for users to request and receive standard services for which a pre-defined approval and qualification process exists; provide information to users and customers about the availability of services and the procedure for obtaining them; source and deliver components of requested standard services; and assist with general information, complaints or comments.

Purpose: The purpose of Request Fulfillment is to deal with Service Requests from users whether small (i.e., low risk, frequently occurring, low cost (e.g. a request to change a password, a request to install additional software onto a particular workstation, and a request to relocate some items of a desktop)) or large – higher risk, less frequently occurring, higher cost (e.g. a request to replace major infrastructure or other service components or a request to refresh major software components)).

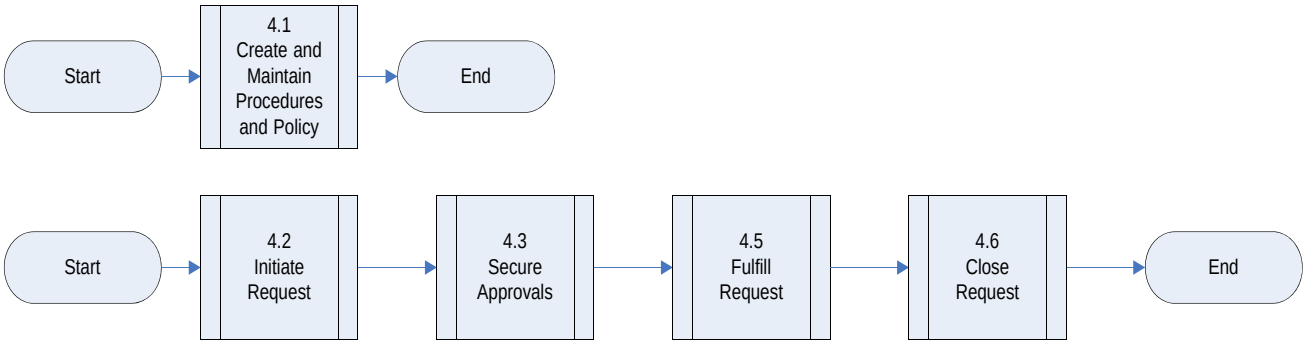

Figure 9: High-Level Request Fulfillment Process Flow Diagram

General Provisions:

Contractor shall be responsible for:

a. Designing and implementing Request Fulfillment procedures that align with Government Request Fulfillment Process.
b. Documenting, tracking and managing all Requests using a Contractor or Government provided Request Fulfillment system.
c. (When Contractors use a Contractor Request Fulfillment System) Providing integration between Contractor and Government Request Fulfillment systems including integration of applicable software, e-mail and telephony in accordance with Government Request Fulfillment Process. All changes necessary to provide system integration shall be made at Contractor expense. Contractor solution shall provide an efficient transfer of information between systems in accordance with DRD 1293CF-011, *Interface Definition Agreement (IDA).*
d. Maintaining communications regarding Request status with users via Enterprise Service Desk from time a Request is identified, through closure and through any follow-up communication.
e. Providing case ownership of Requests that are assigned to Contractor until Request is closed.
f. Participating in Request Fulfillment review meetings.
g. Implementing and supporting continuous improvement of Request Fulfillment through self-service or other mechanisms.

7.4.1 Create and Maintain Request Fulfillment Process

Contractor shall be responsible for:

a. Complying with Government Request Fulfillment Process.
b. Performing continuous analysis of industry best practices or trends and inform Government of changes that could impact or improve Government Request Fulfillment process.

7.4.2 Initiate Request

Contractor shall be responsible for:

a. Utilizing Government provided Enterprise Service Catalog to fulfill customer requests.
b. Providing a mechanism to receive non-standard requests from Request Fulfillment system in accordance with Government Request Fulfillment Process.

7.4.3 Secure Approvals

a. Contractor shall be responsible for providing supporting information on all standard and non-standard Requests in support of approvals in conformance with Government Request Fulfillment Process. Supporting information includes, but is not limited to, viable alternatives to fulfilling the Request, risk assessments, revised cost estimates, implementation timing, and dependencies.

7.4.4 Fulfill Request

Contractor shall be responsible for:

a. Fulfilling all standard Requests within Government Service Level Agreements as defined for each standard Request and in conformance with Government Request Fulfillment Process.
b. Fulfilling all non-standard Requests as mutually agreed and in accordance with Government Request Fulfillment Process.
c. Enabling fulfillment of a Request in collaboration and coordination with Government, I^3P Contractors and other Contractors and in accordance with Government Request Fulfillment Process.
d. Providing accurate and regular status updates for all Requests assigned to Contractor in accordance with Government Request Fulfillment Process.

7.4.5 Close Request

a. Contractor shall be responsible for providing Request closure information in accordance with Government Request Fulfillment Process.
b. The Contractor is responsible for subsequent closure updates to the Government Service Requests system regarding their assigned Request Fulfillment tickets and tasks.

7.5 Problem Management

7.5.0 High-Level Process Flow Diagram and General Provisions

Goal: The primary goals of Problem Management are: to prevent problems and resulting Incidents from happening, to eliminate recurring Incidents and to minimize the impact of Incidents that cannot be prevented.

Purpose: The purpose of Problem Management is to provide a pre-defined and approved process for managing the lifecycle of all Problems to include diagnosis, determination of resolutions to those Problems, implementing solutions through appropriate control and change management procedures and preventing Problem reoccurrence.

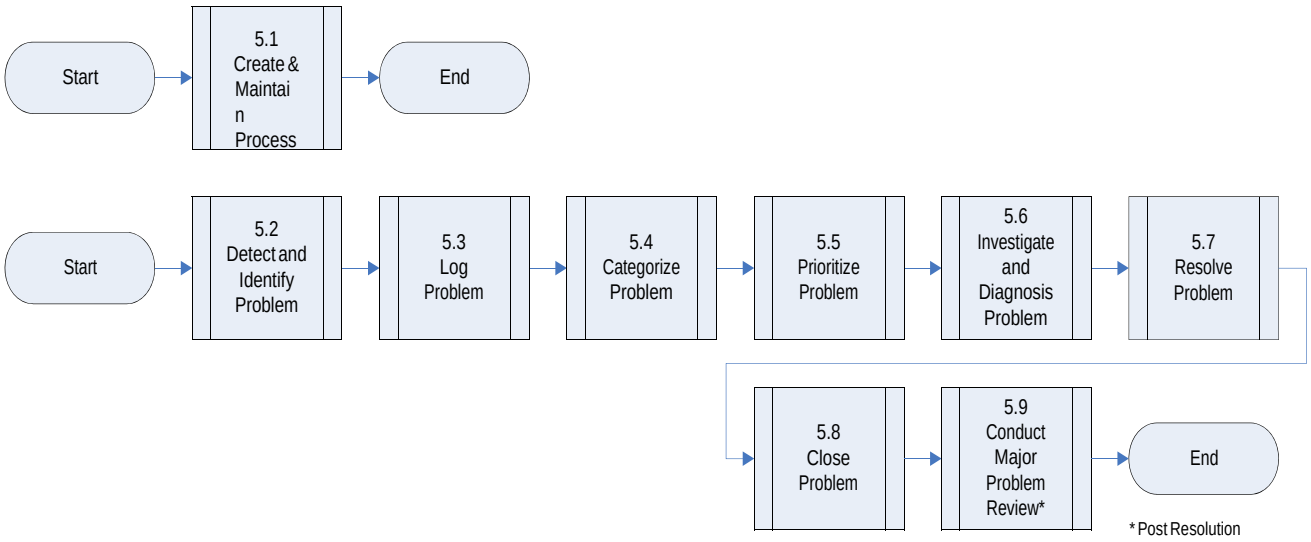

Figure 10: High-Level Problem Management Process Flow Diagram

General Provisions:

Contractor shall be responsible for:

a. Designing and implementing Problem Management procedures that align with Government Problem Management Process.
b. Documenting, tracking and managing all Problems in a Government Problem Management System.
c. (When Contractors use a Contractor Problem Management System) Providing integration between Contractor and Government Problem Management systems including integration of applicable software, e-mail and telephony in accordance with Government Problem Management Process. All changes necessary to provide system integration shall be made at Contractor expense. Contractor solution shall provide an efficient transfer of information between systems in accordance with DRD 1293CF-011, *Interface Definition Agreement (IDA)*.
d. Retaining ownership of each problem assigned to Contractor by either Enterprise Service Desk or Government Service Integration Management (SIM) office.
    1) To the extent a Problem does not arise from or relate to the Contractor's Services:
        i. The Contractor shall notify Enterprise Service Desk in accordance with Government Problem Management Procedures.
        ii. The Contractor shall maintain responsibility for the Problem until the Problem is reassigned by Enterprise Service Desk or Government Service Integration Management (SIM) office.
e. Assigning end-to-end responsibility of each Problem to a single point of contact in order to facilitate communications with Government.
f. Monitoring, controlling and managing each Problem assigned to Contractor until it is closed by Enterprise Service Desk.

g. Resolving assigned Problems in collaboration and coordination with Government, I^3P Contractors and other Contractors and in accordance with Government Problem Management Process.
h. Complying with Government notification and escalation procedures in accordance with Government Problem Management Process.

7.5.1 Create and Maintain Problem Management Process

Contractor shall be responsible for:

a. Complying with Government Problem Management Process.
b. Performing continuous analysis of industry best practices or trends and inform Government of changes that could impact or improve Government Problem Management process.

7.5.2 Detect and Identify Problem

Contractor shall be responsible for:

a. Identifying Problems by proactively performing on-going trend analysis on Incident information.
b. Detecting Problems via both manual and automated monitoring mechanisms.

7.5.3 Log Problem

Contractor shall be responsible for:

a. Logging Problems in accordance with Government Problem Management Process.
b. Providing information to Enterprise Service Desk to ensure Problems are logged in accordance with Government Problem Management Process.

7.5.4 Categorize Problem

Contractor shall be responsible for:

a. Categorizing Problems in accordance with Government Problem Management Process.
b. Providing information to Enterprise Service Desk to ensure Problems are categorized in accordance with Government Problem Management Process.

7.5.5 Prioritize Problem

Contractor shall be responsible for:

a. Prioritizing Problems in accordance with Government Problem Management Process.
b. Providing information to Enterprise Service Desk to ensure Problems are prioritized in accordance with Government Problem Management Process.

7.5.6 Investigate and Diagnose Problem

Contractor shall be responsible for:

a. Conducting Problem investigation in accordance with Government Problem Management Process.
b. Conducting Problem diagnostics in accordance with Government Problem Management Procedures.
c. Providing status tracking information in Government Problem Management System in accordance with Government Problem Management Process.
d. Investigating and diagnosing Problems in collaboration and coordination with Government, I^3P Contractors and other Contractors and in accordance with Government Problem Management Process.
e. Validating Problem workarounds.

f. Providing communications to users via Enterprise Service Desk and maintaining regular communications between all parties through Problem resolution in accordance with Government Problem Management Process.
g. Performing Root Cause Analysis (RCA) in accordance with Government Problem Management Procedures.
h. Updating Known Error information in accordance with Government Problem Management Process
i. Documenting problem resolution in accordance with Government Problem Management Process.
j. Developing a Corrective Action Plan in accordance with Government Problem Management Process.

7.5.7 Resolve Problem

Contractor shall be responsible for:

a. Determining if initiation of Change Management Process is required.
b. Generating requests for change for permanent solutions and corrective action plans in accordance with Government Change Management Process.
c. Applying resolutions across the enterprise, as applicable.
d. Implementing the approved corrective action plan with follow-up to eliminate the fault from the operating environment.
e. Resolving Problems in collaboration and coordination with Government, I^3P Contractors and other Contractors and in accordance with Government Problem Management Process.
f. Developing supporting documentation, scripts, and procedures for Enterprise Service Desk to facilitate resolution of repetitive problems in accordance with DRD 1293CF-014, *Problem Documentation*. These supporting elements shall be fully developed, documented and tested prior to release in accordance with ITIL v3 Change, Release, and Deployment processes.

7.5.8 Close Problem

a. Contractor shall be responsible for Providing Problem resolution and closure information in Government Problem Management System in accordance with Government Problem Management Process.
b. The Contractor is responsible for Problem Management system ticket closure and subsequent updates to the government Problem Management system regarding previously assigned and closed Problem Management tickets.

7.5.9 Conduct Major Problem Review

Contractor shall be responsible for:

a. Participating in major Problem reviews.

b. Providing Problem resolution details.

7.6 Service Level Management (SLM)

7.6.1 High-Level Process Flow Diagram, Goal, Purpose and General Provisions

Goal: The goal of Service Level Management is to ensure that an agreed upon level of service is provided for all IT services, and that future services are delivered in accordance with Service Level Agreements. Proactive measures are also taken to seek and implement improvements to the level of service delivered.

Purpose: The purpose of Service Level Management is to ensure that all operational services and their performance are managed in a consistent manner throughout the IT organization to meet the needs of the business and customers.

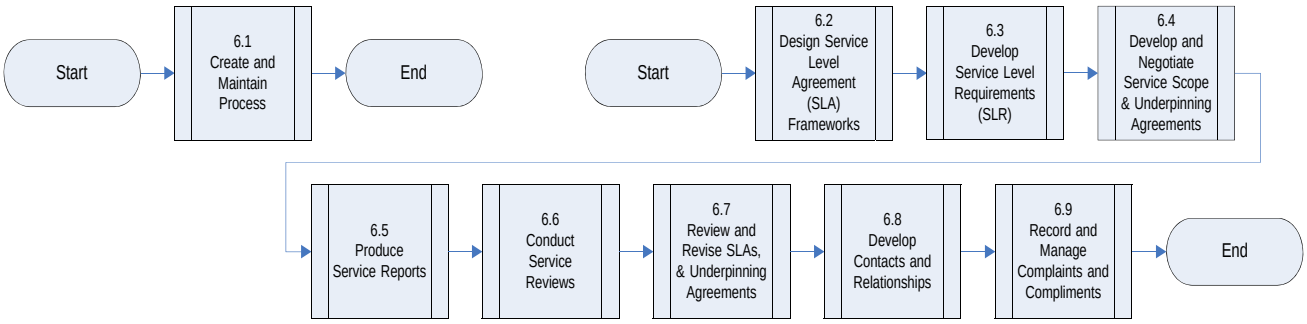

Figure 11: High-Level Service Level Management Process Flow Diagram

General Provisions:

Contractor shall be responsible for designing and implementing SLM procedures that align with Government SLM Process.

7.6.2 Create and Maintain SLM Process

Contractor shall be responsible for:

a. Complying with the approved Government SLM Process.
b. Performing continuous analysis of industry best practices or trends and inform Government of changes that could impact or improve Government SLM process.

7.6.3 Design Service Level Agreement (SLA) Frameworks

a. Contractor shall be responsible for providing information to support design and development of Service Level Agreement frameworks .

7.6.4 Develop Service Level Requirements (SLR)

a. Contractor shall be responsible for providing information to support Government with developing Service Level Requirements and gaining agreement with Government IT services customers.

7.6.5 Develop and Negotiate Service Level Scope and UnderpinningAgreements

a. Contractor shall be responsible for providing information to support Government with developing and drafting service level scope and underpinning agreements.

7.6.6 Produce Service Level Reports

a. Contractor shall be responsible for providing information to support Government reporting of Service Levels in accordance with Government SLM Process.

7.6.7 Conduct Service Reviews

a. Contractor shall be responsible for supporting Government service reviews (e.g., meetings) in accordance with Government SLM Process.

7.6.8 Review and Revise Service Level Agreements and Underpinning Agreements

a. Contractor shall be responsible for providing information to support Government with reviewing and revising Service Levels and underpinning agreements.

7.6.9 Develop Contacts and Relationships

a. Contractor shall be responsible for providing information to support Government with developing customer relationships as it relates to IT services, service performance, and service agreements.

7.6.10 Record and Manage Customer Service Level Feedback

Contractor shall be responsible for:

a. Providing information to Enterprise Service Desk regarding customer Service Level feedback in accordance with Government SLM Process.
b. Providing information to support Government with assigning and dispositioning actions related to customer feedback.

7.7 Service Asset and Configuration Management (SACM)

7.7.0 High-Level Process Flow Diagram, Goal, Purpose and General Provisions

Goal: The goals of SACM are to: support the business and customer's control objectives and requirements; support efficient and effective Service Management processes by providing accurate configuration information to enable people to make decisions at the right time (e.g., to authorize change and releases and to resolve incidents and problems faster); minimize the number of quality and compliance issues caused by improper configuration of services and assets; and optimize service assets, IT configurations, capabilities and resources.

Purpose: The purpose of SACM is to: identify, control, record, report, audit and verify Service Assets and Configuration Items, including versions, baselines, constituent components, and their attributes and relationships; account for, manage, and protect the integrity of Service Assets and Configuration Items (and where appropriate, those of their customers) throughout the service lifecycle.

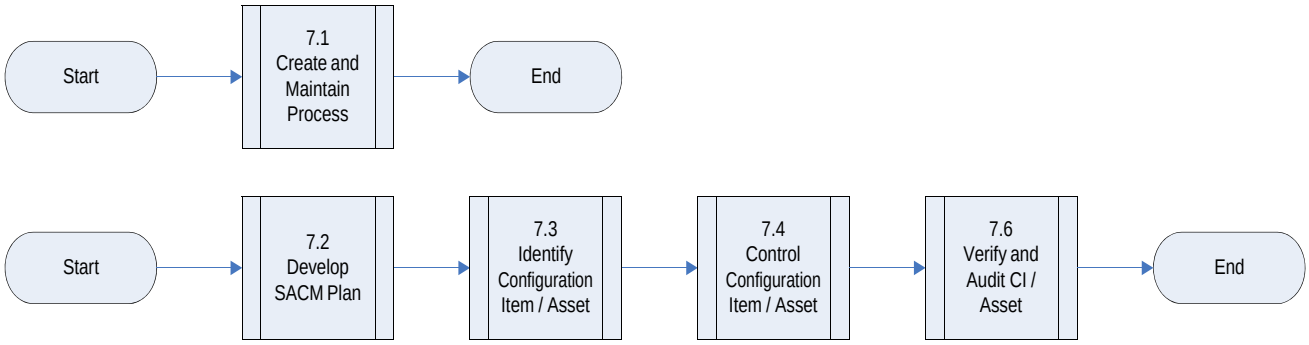

Figure 12: High-Level Service Asset and Configuration Management Process Flow Diagram

General Provisions:

Contractor shall be responsible for:

a. Defining and implementing Contractor SACM procedures in accordance with Government SACM Process.
b. Documenting, tracking and managing all Service Assets and Configuration Items in Government CMDB in accordance with Government SACM Process.
c. (When Contractors use a Contractor CMDB System) Providing integration between Contractor and Government CMDB systems including integration of applicable software, e-mail and telephony in accordance with Government SACM Process. All changes necessary to provide system integration shall be made at Contractor expense. Contractor solution shall provide an efficient transfer of information between systems in accordance with DRD 1293CF-011, *Interface Definition Agreement (IDA).*
d. The Government CMDB is the official and authoritative system of record for all Configuration Items (CI) where it is determined to be in the best interests of the government to track such. The Contractor is responsible for creating, maintaining, and updating (to include proper removal) of CMDB records in the government CMDB for CIs under their purview. Archival records shall be maintained for all CIs deleted from the CMDB.

7.7.1 Create and Maintain Service Asset and Configuration Management (SACM) Process

Contractor shall be responsible for:

a. Complying with Government SACM Process.
b. Performing continuous analysis of industry best practices or trends and inform Government of changes that could impact or improve Government SACM process.

7.7.2 Develop Service Asset and Configuration Management (SACM) Plan

a. Contractor shall be responsible for developing and maintaining SACM Plan in collaboration and coordination with Government, I^3P Contractors and other Contractors and in accordance with DRD 1293CF-003, *Service Asset and Configuration Management (SACM) Plan.*

7.7.3 Identify Configuration Item / Asset

Contractor shall be responsible for:

a. Developing a strategy for ensuring identification of all Configuration Items in accordance with Government SACM Process.

b. Identifying and labeling, as applicable, all Configuration Items in accordance with Government SACM Process
c. Assigning unique identifiers to each Configuration Item in accordance with Government SACM Process.
d. Specifying relevant attributes, relationships, owner and baselines for each Configuration Item in accordance with Government SACM Process.

7.7.4 Control Configuration Item / Asset

Contractor shall be responsible for:

a. Identifying when a change to a Configuration Item is necessary and initiating a request for change in accordance with Government Change Management Process.
b. Determining and reporting the root cause, impact, and actions to prevent recurrence of an unauthorized change in collaboration and coordination with Government, I^3P Contractors and other Contractors and in accordance with Government SACM Process.

7.7.5 Verify and Audit Configuration Item / Asset

Contractor shall be responsible for:

a. Participating in Government audit activities to ensure conformity between documented Configuration Items and actual Configuration Items in accordance with Government SACM Process.
b. Providing audit Configuration Item data and Release documentation in accordance with Government SACM Process.
c. Implementing corrective actions in accordance with Government SACM Process.
d. Providing information to support audit reporting in accordance with Government SACM Process.

7.8 Release and Deployment Management (RDM)

7.8.1 High Level Process Flow Diagram, Goal, Purpose and General Provisions

Goal: The goal of Release and Deployment Management is to deploy releases into production and establish effective use of the service.

Purpose: The purpose of Release and Deployment Management is to: define and agree on release and deployment plans with customers and stakeholders; ensure that integrity of a release package and its constituent components is maintained throughout the transition activities and recorded accurately in the Configuration Management Database (CMDB); ensure that all release and deployment packages can be tracked, installed, tested, verified, and/or uninstalled or backed out if appropriate; and ensure that customers and stakeholder change is managed during Release and Deployment activities.

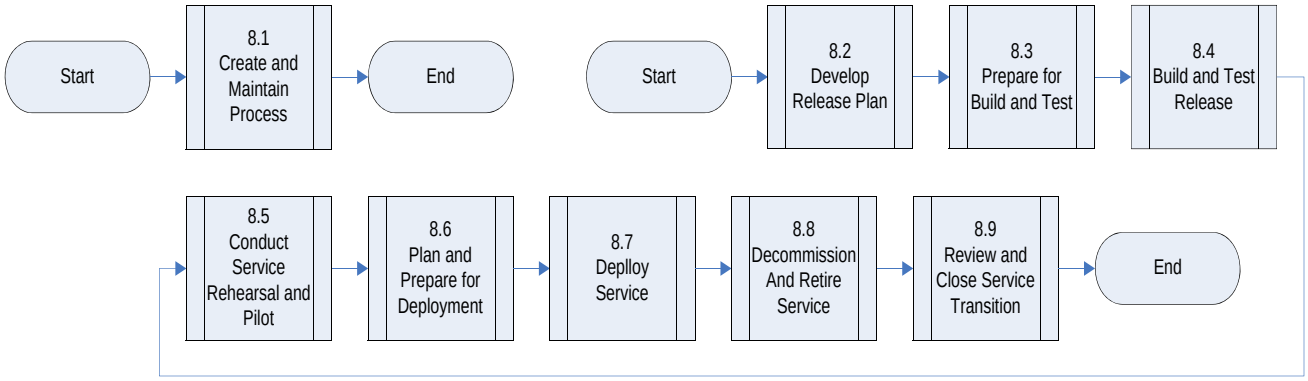

Figure 13: High-Level Release and Deployment Management Process Flow Diagram

General Provisions:

Contractor shall be responsible for performing Releases in accordance with Government Release and Deployment Process.

7.8.2 Create and Maintain Release and Deployment Management Process

Contractor shall be responsible for:

a. Complying with Government RDM Process.
b. Performing continuous analysis of industry best practices or trends and inform Government of changes that could impact or improve Government RDM Process.
c. Conducting an annual inventory of applications being used to support NASA services, and report this data, including the cost to develop, operate, enhance and maintain applications as specified in DRD 1293CF-005, *Application Inventory (AI) Report*.
d. Reviewing the NASA Application Repository to verify if an existing application will satisfactorily fulfill the stated application requirements prior to purchasing or developing a new application/capability and inform the Responsible NASA Official of said existing application(s).

7.8.3 Develop Release Plan

a. Contractor shall be responsible for developing and maintaining RDM Plan in collaboration and coordination with Government, I^3P Contractors, and other Contractors and in accordance with DRD 1293CF-004, *Release and Deployment Management (RDM) Plan*.

7.8.4 Prepare for Release Build and Test

a. Contractor shall be responsible for preparing for release build and test in collaboration and coordination with Government, I^3P Contractors and other Contractors.

7.8.5 Build and Test Release

Contractor shall be responsible for:

a. Building and testing releases in collaboration and coordination with Government, I^3P Contractors and other Contractors and in accordance with Government RDM Process.
b. Developing release documentation in accordance with Government RDM Process.

c. Creating test scenario and acceptance criteria and submitting them for review in accordance with Government RDM Process.
d. Managing Release builds and test environments.

7.8.6 Conduct Service Rehearsal and Pilot

a. Contractor shall be responsible for conducting service rehearsals and pilots in collaboration and coordination with Government, I^3P Contractors and other Contractors and in accordance with Government RDM Process.

7.8.7 Plan and Prepare for Deployment

Contractor shall be responsible for:

a. Planning and preparing for deployment in collaboration and coordination with Government, I^3P Contractors and other Contractors and in accordance with Government RDM Process.
b. Assessing the need for and planning for a release stabilization period in collaboration and coordination with Government, I^3P Contractors and other Contractors and in accordance with Government RDM Process.

7.8.8 Deploy Service

Contractor shall be responsible for:

a. Deploying services in collaboration and coordination with Government, I^3P Contractors and other Contractors and in accordance with Government RDM Process.
b. Verifying successful service deployment in collaboration and coordination with Government, I^3P Contractors and other Contractors and in accordance with Government RDM Process.
c. Executing back-out plan, if necessary, in collaboration and coordination with Government, I^3P Contractors and other Contractors and in accordance with Government RDM Process.

7.8.9 Decommission and Retire Service

a. Contractor shall be responsible for decommissioning and retiring services in collaboration and coordination with Government, I^3P Contractors and other Contractors and in accordance with Government RDM Process.

7.8.10 Review and Close Service Release Deployment

a. Contractor shall be responsible for closing release deployment in accordance with Government RDM Process.

7.9 Capacity Management

7.9.0 High-Level Process Flow Diagram, Goal, Purpose and General Provisions

Goal: The goal of Capacity Management process is to ensure IT capacity in all areas of IT is matched to the needs of the Government's business.

Purpose: The purpose of Capacity Management is to provide a point of focus and management for all capacity and performance related issues, relating to both services and resources.

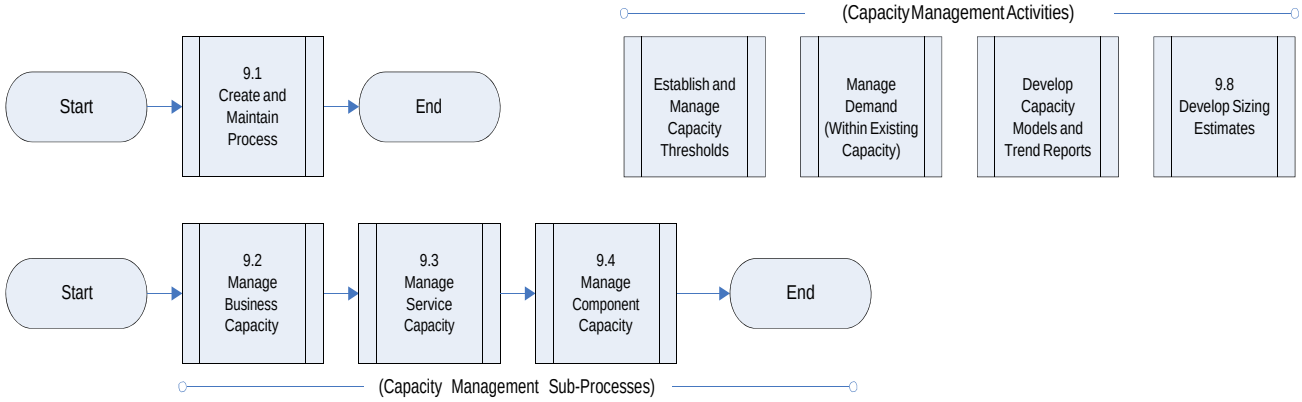

Figure 14: High-Level Capacity Management Process Flow Diagram

General Provisions:

Contractor shall be responsible for:

a. Designing and implementing Capacity Management procedures that align with Government Capacity Management Process.
b. Developing and maintaining Capacity Management Plan in collaboration and coordination with Government, I^{3}P Contractors, and other Contractors and in accordance with DRD 1293CF-006, *Capacity Management Plan*.
c. Conducting annual reviews of projected capacity requirements for infrastructure and related services, and providing recommendations based upon information provided by Government Portfolio Management Process as part of Government's normal business planning cycle.

7.9.1 Create and Maintain Capacity Management Process

Contractor shall be responsible for:

a. Complying with Government Capacity Management Process.
b. Performing continuous analysis of industry best practices or trends and inform Government of changes that could impact or improve Government Capacity Management Process.

7.9.2 Manage Business Capacity

Contractor shall be responsible for:

a. Providing impact assessment of potential business capacity issues based on Government business direction.
b. Prototyping and sizing capacity impact solutions, including:
    1) Developing and maintaining standard templates for capacity test plans in collaboration and coordination with Government, I^{3}P Contractors and other Contractors.
    2) Coordinating tests with Government, I^{3}P Contractors and other Contractors to provide end-to-end testing.
    3) Testing and sizing models for capacity impacts.

c. Developing plans for required changes to existing capacity in accordance with DRD 1293CF-006, *Capacity Management Plan*.

7.9.3 Manage Service Capacity

Contractor shall be responsible for:

a. Providing Service Manager with information regarding Service Capacity and issues.
b. Monitoring Service Capacity including:
    1) Collecting Service Capacity performance data, at a minimum, per the following schedule:
        i. Daily data collection for volatile and dynamic systems.
        ii. Weekly data collection for variable and stable systems.
    2) Maintaining Services aligned with Government Enterprise Service Catalog.
c. Analyzing Service Capacity, including:
    1) Providing service capacity performance reports in accordance with DRD 1293CF-007, *Service and Component Capacity Report*.
d. Tuning Service performance, including changing capacity, to take corrective action or adjust for more effective usage.
e. Establishing capacity thresholds and making adjustments based on Government requirements.
f. Responding to Government requests for capacity impact statements within 30 days.

7.9.4 Manage Component Capacity

Contractor shall be responsible for:

a. Providing Service Manager with information regarding component capacity and issues.
b. Monitoring component capacity usage, including:
    1) Maintaining components aligned with Government Enterprise Service Catalog.
c. Analyzing component usage, including:
    1) Reviewing component capacity data.
    2) Determining if proactive changes are needed.
    3) Determining if tuning or replacing a component can provide for a more effective use of the component.
d. Tuning or replacing components, including:
    1) Adjusting or balancing component capacity to provide more effective usage.
    2) Changing component capacity to correct utilization issues.
    3) Replacing components in compliance with Change Management Process.
    4) Collecting and providing component capacity data based on Government-specified standards and metrics.
e. Providing component capacity reports in accordance with DRD 1293CF-007, *Service and Component Capacity Report*.
f. Reviewing, validating and updating component baselines and profiles in the CMDB.

7.9.5 Establish and Manage Capacity Thresholds

a. Contractor shall be responsible for monitoring and generating alerts and warnings associated with capacity and performance thresholds.

7.9.6 Manage Demand (within existing capacity)

a. Contractor shall be responsible for providing information and support to manage demand within existing capacity levels.

7.9.7 Develop Capacity Models and Trend Reports

a. Contractor shall be responsible for providing capacity models and trend reports in accordance with DRD 1293CF-007, *Service and Component Capacity Report*.

7.9.8 Develop Sizing Estimates

a. Contractor shall be responsible for developing sizing estimates to support capacity planning.

7.10 Availability Management

7.10.1 High-Level Process Flow Diagram, Goal, Purpose and General Provisions

Goal: The Goal of Availability Management is to ensure that the level of service availability delivered in all services is matched to the requirements of the Government's business.

Purpose: The Purpose of Availability Management is to provide a point of focus and management for all availability-related issues, relating to both services and resources, ensuring that availability targets in all areas are measured and achieved.

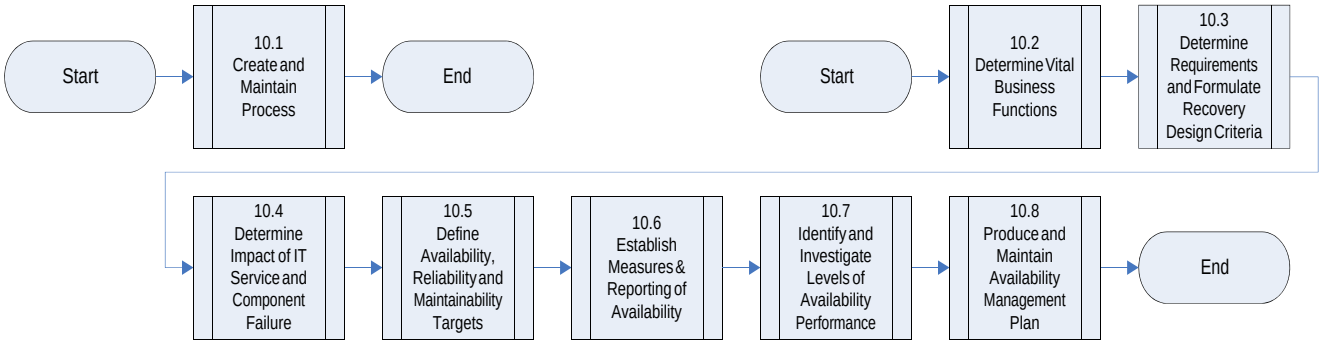

Figure 15: High-Level Availability Management Process Flow Diagram

General Provisions:

Contractor shall be responsible for designing and implementing Availability Management procedures that align with Government Availability Management Process.

Identifying planned downtime and scheduling downtime in collaboration and coordination with Government, I^3P Contractors and other Contractors and in alignment with Government Mission Flight Requirements.

7.10.2 Create and Maintain Availability Management Process

Contractor shall be responsible for:

a. Complying with Government Availability Management Process.
b. Performing continuous analysis of industry best practices or trends and inform Government of changes that could impact or improve Government Availability Management Process.

7.10.3 Determine Vital Business Functions

a. Contractor shall be responsible for providing information to support Government with identifying vital business functions.

7.10.4 Determine Requirements and Formulate Recovery Design Criteria

a. Contractor shall be responsible for providing information to support Government with defining availability requirements.
b. Providing information to support Government with formulating recovery design criteria

7.10.5 Determine Impact of IT Service and Component Failure

a. Contractor shall be responsible for providing information to support Government with conducting business and service impact analysis and component failure impact analysis related to availability.

7.10.6 Define Availability, Reliability and Maintainability Targets

a. Contractor shall be responsible for providing information to support Government with developing and maintaining availability, reliability and maintainability targets and measures that align with applicable Service Level Agreements.

7.10.7 Monitor and Analyze Availability, Reliability and Maintainability

Contractor shall be responsible for:

a. Establishing service metrics and tools for measuring availability, reliability and maintainability in accordance with Government Availability Management Process.
b. Deploying tool sets and/or interfaces to permit end-to-end measurement of availability.
c. Collecting and recording availability, reliability and maintainability data.
d. Monitoring availability, reliability and maintainability elements with respect to Service Levels.
e. Conducting analysis for compliance with availability, reliability and maintainability Service Levels.
f. Reporting results of monitoring and analysis in accordance with DRD 1293CF-009, *Availability, Reliability, and Maintainability (ARM) Analysis Report*.
g. Providing information to assist in Problem analysis related to service availability.

7.10.8 Identify and Investigate Levels of Availability Performance

Contractor shall be responsible for:

a. Identifying Availability performance that fails to meet Government Service Level Agreements.
b. Investigating availability performance that fails to meet Government Service Level Agreements.
c. Initiating actions to ensure availability performance complies with Government Service Level Agreements.

7.10.9 Produce and Maintain Availability Management Plan

Contractor shall be responsible for:

a. Developing and maintaining Availability Management Plan in collaboration and coordination with Government, I^3P Contractors and other Contractors and in accordance with DRD 1293CF-008, *Availability Management (AM) Plan*.
b. Addressing end-to-end availability requirements in any designs to ensure compliance with Government design and architecture standards.
c. Addressing end-to-end availability requirements in defining and executing any test plans.

d. Identifying planned downtime and scheduling downtime in collaboration and coordination with Government, I^{3}P Contractors and other Contractors and in accordance with applicable Service Level Agreements.
e. Implementing requested changes to availability metrics and Service Level Agreement in accordance with Government SLM Process.

7.11 IT Service Continuity Management (ITSCM)

7.11.1 High-Level Process Flow Diagram, Goal, Purpose and General Provisions

Goal: The goal of ITSCM is to support the overall Business Continuity Management process by ensuring that required IT technical and service facilities (including computer systems, networks, applications, data repositories, telecommunications, environment, technical support and Service Desk) can be resumed within required business timeframes.

Purpose: The purpose of ITSCM is to establish and maintain required ongoing recovery capability within required IT services and their supporting components.

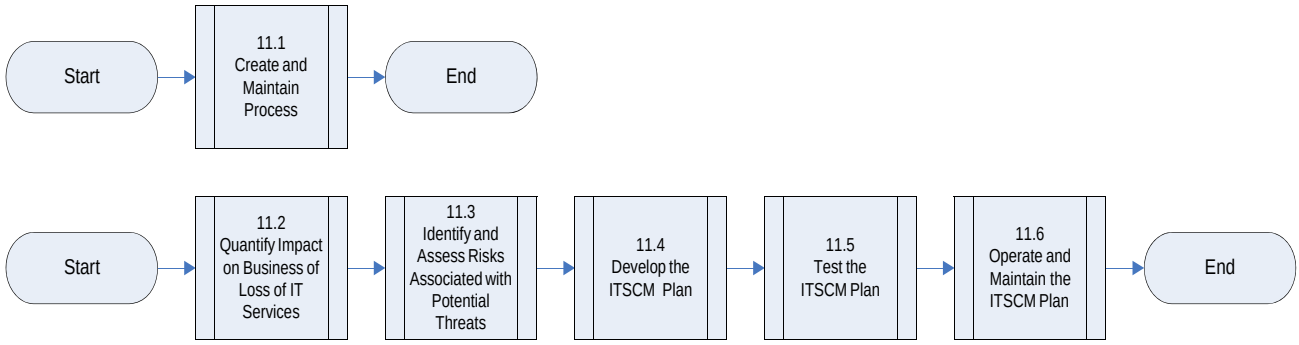

Figure 16: High-Level IT Service Continuity Management Process Flow Diagram

General Provisions:

Contractor shall be responsible for:

a. Designing and implementing ITSCM Management procedures that align with Government ITSCM Process.
b. Providing ITSCM Services to mitigate the impact of a disaster or major failure in accordance with Government ITSCM Process.
c. Developing, documenting and maintaining procedures (e.g., Disaster Recovery checklists) in collaboration and coordination with Government, I^{3}P Contractors and other Contractors to meet Government requirements (e.g., Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO)).

7.11.2 Create and Maintain IT Service Continuity Management Process

Contractor shall be responsible for:

a. Complying with Government ITSCM Process.

b. Performing continuous analysis of industry best practices or trends and inform Government of changes that could impact or improve Government ITSCM process.

7.11.3 Quantify Impact on Business of Loss of IT Services

Contractor shall be responsible for:

a. Providing information to support analysis of the impact of continuity scenarios.
b. Providing information to support identification and impact of contingency options and mitigation actions.

7.11.4 Identify and Assess Risks Associated with Potential Threats

Contractor shall be responsible for:

a. Providing information to support identification of risk responses and proposed countermeasures.
b. Participating in IT risk assessment activities in order to reduce vulnerability to the business.

7.11.5 Develop the IT Service Continuity Management (ITSCM) Plan

Contractor shall be responsible for:

a. Developing and maintaining ITSCM Plan in collaboration and coordination with Government, I^3P Contractors and other Contractors and in accordance with DRD 1293CF-010, *Information Technology (IT) Service Continuity Management (ITSCM) Plan*.
b. Supporting business criticality classification in accordance with Government Enterprise Service Catalog.

7.11.6 Test the IT Service Continuity Management (ITSCM) Plan

Contractor shall be responsible for:

a. Developing test scenarios in collaboration and coordination with Government, I^3P Contractors and other Contractors in support of conducting testing of ITSCM Plan in accordance with Government ITSCM Process.
b. Conducting walkthrough, full, partial and scenario tests in accordance with Government ITSCM Process.

7.11.7 Operate and Maintain the ITSCM Plan

Contractor shall be responsible for:

a. Participating in Government ITSCM reviews in accordance with Government ITSCM Process.
b. Invoking ITSCM plan in accordance with Government ITSCM Process.
c. Performing training functions including:
    1) Developing and updating Contractor ITSCM training plans and material.
    2) Training Contractor recovery team members.
d. Maintaining local work procedures and contact lists.
e. Performing ITSCM Plan gap analysis and response planning and updating Contractor ITSCM Plan accordingly.
f. Documenting all contingency services provided in Government Service Level Agreements.
g. Executing recovery plans and restoring Service to normal operation.
h. Supporting ITSCM evaluation efforts following disaster events, including providing evaluations and lessons learned and updating Contractor ITSCM Plan as needed.

7.12 Knowledge Management

7.12.1 High-Level Process Flow Diagram, Goal, Purpose and General Provisions

Goal: The goal of Knowledge Management is to enable organizations to improve the quality of management decision making by ensuring that reliable and secure information and data is available throughout the service lifecycle.

Purpose: The purpose of Knowledge Management is to ensure that the right information is delivered to the appropriate place or person at the right time to enable informed decision making.

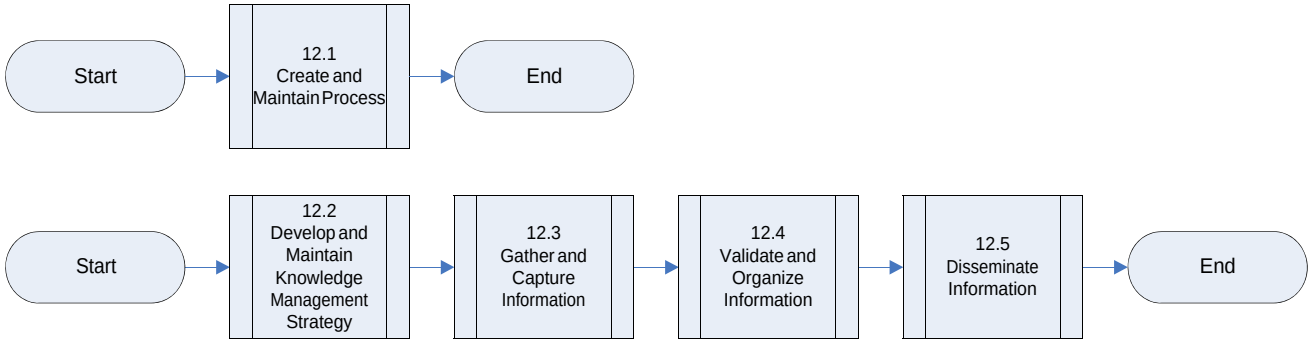

Figure 17: High-Level Knowledge Management Process Flow Diagram

General Provisions:

Contractor shall be responsible for:

a. Designing and implementing knowledge management procedures and tools to support knowledge capture and dissemination in accordance with Government Knowledge Management Process.
b. Managing and maintaining knowledge and information assets in collaboration and coordination with Government, I³P Contractors and other Contractors, and in accordance with Government Knowledge Management Process. This captured developed, generated, and created knowledge and information and related information elements generated as a result of this process shall become the Government Knowledge Base.

7.12.2 Create and Maintain Knowledge Management Process

Contractor shall be responsible for:

a. Complying with Government's Knowledge Management Process.
b. Performing continuous analysis of industry best practices or trends and inform Government of changes that could impact or improve Government Knowledge Management process.

7.12.3 Develop and Maintain Knowledge Management System

a. Contractor shall be responsible for providing the Government with information to support develop and maintain of the Government Knowledge Management system.

7.12.4 Gather and Capture Information

a. Contractor shall be responsible for gathering and capturing information in accordance with Government Knowledge Management Process.

7.12.5 Validate and Organize Information

a. Contractor shall be responsible for validating and organizing information in accordance with Government Knowledge Management Process.

7.12.6 Disseminate Information

a. Contractor shall be responsible for disseminating information in accordance with Government Knowledge Management Process.
b. Contractor shall make all Knowledge Base information developed, gathered, generated, and or otherwise created under this contract available to the NASA OCIO and ESD in electronic form compliant with the NEAR requirements and specifications.

7.13 Information Security Management (ISM)

7.13.1 High-Level Process Flow Diagram, Goal and Purpose

Goal: The goal of ISM is to align IT security with business security and ensure that information security is effectively managed across all service management and service delivery activities.

Purpose: The purpose of ISM is to provide a point of focus and management for all aspects of IT security.

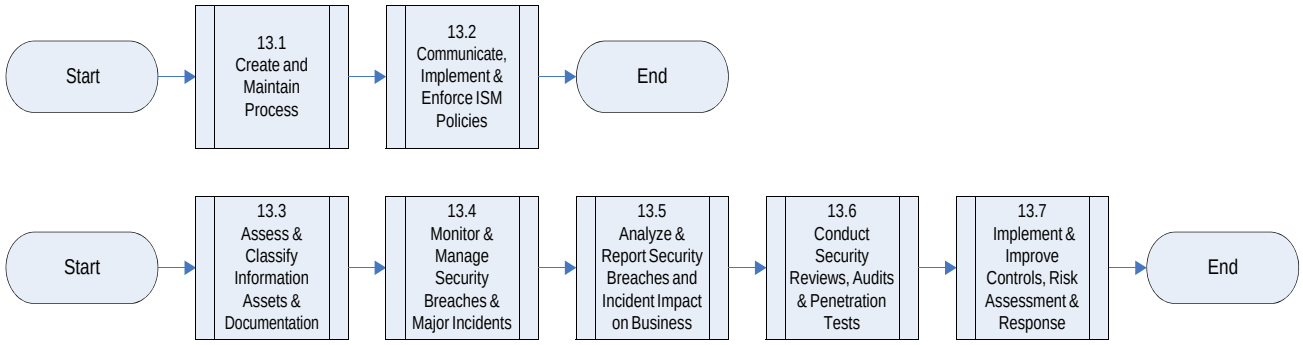

Figure 18: High-Level Information Security Management Process Flow Diagram

7.13.2 Create and Maintain Information Security Management (ISM) Process

Contractor shall be responsible for:

a. Complying with Government's ISM policies and procedures. Examples include Federal Information Security Management Act (FISMA) and National Institute of Standards and Technology (NIST). See Section 6, Common Information Technology Security Requirements, in this document.
b. Performing continuous analysis of industry best practices or trends and informing Government of changes that could impact or improve Government ISM process.

7.13.3 Communicate, Implement and Enforce Information Security Management (ISM) Procedures

Contractor shall be responsible for:

a. Implementing Government ISM policies (e.g., FISMA) for all Contractor services provided.

b. Supporting Government's ISM policy enforcement efforts and providing details of Information security practices to Government.

7.13.4 Assess and Classify Information Assets and Documentation

Contractor shall be responsible for:

a. Providing information to Government to support information asset identification and documentation in accordance with Government's ISM policy.
b. Providing information to Government to support information asset review activities regarding completeness, accuracy, and vulnerability.
c. Providing information to Government to support classification of information assets in accordance with Government's ISM policy.

7.13.5 Monitor and Manage Security Breaches and Major Incidents

Contractor shall be responsible for:

a. Monitoring and reporting security breaches and security incidents in accordance with Government's ISM procedures.
b. Providing information to Government to support investigation of any security breach and/or security Incident.
c. Providing information to Government to support resolution of any security breach and/or security Incident in accordance with DRD 1293CF-012, *Information Technology (IT) Security Incident Report*.

7.13.6 Analyze and Report Security Breaches and Incident Impact on Business

a. Contractor shall be responsible for participating in review and analysis of security breaches and security Incidents and providing detailed information to Government to support analysis of business impact and creation of security breach and security Incident report.

7.13.7 Conduct Security Reviews, Audits and Penetration Tests

Contractor shall be responsible for:

a. Conducting security reviews and regular audits of information and technology assets under Contractor's control in accordance with Government's ISM policy.
b. Participating in periodic Government security audits as requested by Government and coordinating audit activities of Third Parties as required or requested by Government.
c. Conducting and supporting security penetration testing as required or when requested by Government in accordance with Government's ISM policy.

7.13.8 Improve Security Controls, Risk Assessment and Responses

Contractor shall be responsible for:

a. Providing information to Government to support the assessment of security risks.
b. Participating in development and maintenance of security improvement plans in accordance with Government's ISM policy.

8 Common Project Management Guidelines

8.1 Introduction and Overview

I^3P work includes projects that have been approved by the NASA IT governance process to transform elements of the NASA infrastructure. NASA's strategic approach to the management of IT projects is documented in NPR 7120.7, *NASA Information Technology and Institutional Infrastructure Program and Project Management Requirements*. The Contractor shall perform approved projects in compliance with the requirements of the NPR 7120.7 life cycle which includes formulation, implementation, and transition to operation.

8.2 Applicability of NPR 7120.7

The scope of IT projects that are subject to NPR 7120.7 is as follows:

a. The project includes the development of new IT systems or capabilities and is $500K or greater for the total development and implementation cost or affects more than one Center.
b. The project includes the modification to or enhancement of existing IT systems or capabilities and is $500K or greater for the total modification/enhancement cost, regardless of how many Centers are affected.

Some NASA Centers have developed frameworks for the management of projects of smaller scope or size. These frameworks specify a subset of NPR 7120.7 reviews and requirements that are suitable for these smaller projects as determined by the NASA CIO or the CIO of the implementing Center. Such a decision may be made, for example, for reasons related to risk, importance, or visibility of the program or project. For these projects, the Contractor's project and technical management methodology shall ensure compliance with the applicable elements of 7120.7.

9 Glossary of Terms

Activity	A set of actions designed to achieve a particular result. Activities are usually defined as part of Processes or plans, and are documented in procedures.
Asset	Any resource or capability. Assets of a Contractor include anything that could contribute to the delivery of a service. Assets can be one of the following types: Management, Organization, Process, Knowledge, People, Information, Applications, Infrastructure, and Financial Capital.

Asset Management	Asset Management is the Process responsible for tracking and reporting the value and ownership of financial Assets throughout their Lifecycle. Asset Management is part of an overall Service Asset and Configuration Management Process.
Availability	The ability of a Configuration Item or IT Service to perform its agreed function when required.
Availability Management	The Process responsible for defining, analyzing, planning, measuring and improving all aspects of the availability of IT Services. Availability Management is responsible for ensuring that all IT infrastructures, Processes, tools, roles etc are appropriate for the agreed Service Level Targets for availability.
Capacity	The maximum throughput that a Configuration item or IT Service can deliver while meeting agreed Service Level Targets. For some types of CI, Capacity may be the size or volume, for example a disk drive.
Capacity Management	The Process responsible for ensuring that the capacity of IT Services and the IT infrastructure is able to deliver agreed Service Level Targets in a cost effective and timely manner. Capacity Management considers all resources required to deliver the IT Service and plans for short, medium and long term business requirements.
Change	The addition, modification or removal of anything that could have an effect on IT Services. The scope of any Change should include all IT Services, Configuration Items, Processes, documentation etc.
Change Management	The Process responsible for controlling the Lifecycle of all changes. The primary objective of Change Management is to enable beneficial changes to be made with minimum disruption to IT Services.
Component	A general term used to mean one part of something more complex. For example, a computer system may be a Component of an IT Service; an Application may be a Component of a Release unit. Components that are managed as part of an IT Service should be Configuration Items and managed as part of the enterprise Configuration Management Process.
Configuration Item (CI)	Any component that needs to be managed in order to deliver an IT Service. Information about each CI is recorded in a configuration record within the Configuration Management System and is maintained throughout its Lifecycle by Configuration Management. CIs are under the control of Change Management. CIs typically include IT Services, hardware, software, buildings, people and formal documentation such as Process documentation and SLAs.

Configuration Management	The Process responsible for maintaining information about Configuration Items required to deliver an IT Service, including their relationships. This information is managed throughout the Lifecycle of the CI. Configuration Management is part of an overall Service Asset and Configuration Management Process.
Continual Service Improvement	A stage in the Lifecycle of an IT Service. Continual Service Improvement is responsible for managing improvements to IT Service Management Processes and IT Services.
Contractor Management	The Process responsible for ensuring that all Contracts with Contractors support the needs of the business, and that all Contractors meet their contractual commitments.
Customer	Someone who buys goods or services. The Customer of an IT Service Contractor is the person or group that defines and agrees the Service Level Targets.
Deployment	The Activity responsible for movement of new or changed hardware, software, documentation, Process, etc., to the live environment. Deployment is part of the Release and Deployment Management Process.
Enterprise Service Desk	The Single Point of Contact (SPOC) between Users and Contractors responsible for receiving, logging, escalating, monitoring and closing tickets associated with managing Incidents and Service Requests. Also responsible for communicating with Users regarding the status of Incidents and Service Requests and on-going measurement of Customer satisfaction.
Government	The National Aeronautics and Space Administration (NASA) enterprise along with the collective business units making up the IT Infrastructure and Service delivery environment defined to be in-scope for purposes of the IT Infrastructure Integration Program (I^3P) Acquisition.
Incident	An unplanned interruption to an IT Service or a reduction in the quality of an IT Service. Failure of a Configuration Item that has not yet impacted service is also an Incident. For example failure of one disk from a mirror set.
Incident Management	The Process responsible for managing the Lifecycle of all Incidents. The primary objective of Incident Management is to return the IT Service to Users as quickly as possible.
Information Security Management	The Process that ensures the confidentiality, integrity and availability of an organization's assets, information, data and IT Services. Information Security Management usually forms part of an organizational approach to security management which has a wider scope than the IT Service Contractor, and includes handling of paper, building access, phone calls etc., for the entire Organization.

IT Infrastructure	All of the hardware, software, networks, facilities, etc., that are required to develop, test, deliver, monitor, control or support IT Services. The term IT Infrastructure includes all of the information technology but not the associated people, Processes and documentation in support of IT Services.
IT Service	A service provided to one or more Customers by an IT Service Contractor. An IT Service is based on the use of information technology and supports the Customer's business Processes. An IT Service is made up from a combination of people, Processes, and technology and should be defined in a Service Level Agreement.
IT Service Contractor	A Service Provider/Supplier responsible for supplying goods or services that are required to deliver IT Services. These may include commodity hardware and software vendors, network and telecom suppliers and IT outsourcing service providers.
IT Service Continuity Management	The Process responsible for managing risks that could seriously impact IT Services. ITSCM ensures that the IT Service Contractor can always provide minimum agreed Service Levels, by reducing the risk to an acceptable level and planning for the recovery of IT Services. ITSCM should be designed to support business continuity management.
IT Service Management (ITSM)	The implementation and management of quality IT Services that meet the needs of the business. IT Service Management is performed by Contractors in concert with the client enterprise through an appropriate mix of people, Process and information technology.
Knowledge Management	The Process responsible for gathering, analyzing, storing and sharing knowledge and information within an organization. The primary purpose of Knowledge Management is to improve efficiency by reducing the need to rediscover knowledge.
Known Error	A Problem that has a documented root cause and a workaround. Known Errors are created and managed throughout their Lifecycle by Problem Management. Known Errors may be identified by Users, Customers or IT Service Contractors.
Lifecycle	The various stages in the life of an IT Service, Configuration Item, Incident, Problem, Change etc. The Lifecycle defines the categories for status and the status transitions that are permitted. For example: • The Lifecycle of an application includes requirements, design, build, deploy, operate, and optimize. • The expanded Incident Lifecycle includes detect, respond, diagnose, repair, recover, restore. • The lifecycle of a server may include: ordered, received, in test, live, disposed etc.

Operational Level Agreement (OLA)	An agreement between an enterprise IT organization and another part of the same organization. An OLA supports the enterprise IT organization's delivery of IT Services to Customers through IT Service Contractors. The OLA defines the goods and services to be provided and the responsibilities of both parties. Performance expectations are documented in SLAs and other Underpinning Contracts.
Performance Work Statement (PWS)	A document containing all requirements for a product purchase, or a new or changed IT Service.
Problem	A cause of one or more Incidents. The cause is not usually known at the time a problem record is created. The Problem Management Process is responsible for further investigation of the Problem.
Problem Management	The Process responsible for managing the Lifecycle of all Problems. The primary objectives of Problem Management are to prevent Incidents from happening and to minimize the impact of Incidents that cannot be prevented.
Process	A structured set of Activities designed to accomplish a specific objective. A Process takes one or more defined inputs and turns them into defined outputs. A Process may include any of the roles, responsibilities, tools and management controls required to reliably deliver the outputs. A Process may define policies, standards, guidelines, Activities, and work instructions if they are needed.
Recovery Point Objective (RPO)	The maximum amount of data that may be lost when an IT Service is restored after an interruption. Recovery Point Objective is expressed as a length of time before the failure.
Recovery Time Objective (RTO)	The maximum time allowed for recovery of an IT Service following an interruption. Recovery Time Objective is expressed as a length of time from the failure to restoration of the IT Service.
Relationship Manager	Relationship Manager is the person responsible for managing the interaction between the Contractor service provider and NASA customers.
Release	A collection of hardware, software, documentation, Processes or other Components required to implement one or more approved Changes to IT Services. The contents of each Release are managed, tested and deployed as a single entity.
Release and Deployment Management	The Process responsible for both Release Management and Deployment.

Release Management	The Process responsible for planning, scheduling and controlling the movement of releases to test and live environments. The primary objective of Release Management is to ensure that the integrity of the live environment is protected and that the correct components are released. Release Management is part of the Release and Deployment Management Process.
Request For Change (RFC)	A formal proposal for a Change to be made. An RFC includes details of the proposed Change, and may be recorded on paper or electronically.
Request Fulfillment	The Process responsible for managing the Lifecycle of all Service Requests.
Service Asset & Configuration Management	The Process responsible for both Configuration Management and Asset Management.
Service Level	Measured and reported achievement against one or more Service Level Targets.
Service Level Agreement (SLA)	An agreement between a Contractor and a Customer. The Service Level Agreement describes the IT Service, documents Service Level Targets, and specifies the responsibilities of the IT Service Contractor and Customer. A single SLA may cover multiple IT Services or multiple Customers
Service Level Management	The Process responsible for negotiating Service Level Agreements, and ensuring that these are met. SLM is responsible for ensuring that all IT Service Management Processes, Operational Level Agreements, and Underpinning Contracts, are appropriate for the agreed Service Level Targets. SLM monitors and reports on Service Levels, and holds regular Customer reviews.
Service Level Targets	Service Level Targets are performance commitments documented in a Service Level Agreement. Service Level Targets are based on Service Level Requirements agreed to with the business and ensure IT Service design is aligned with results.
Service Request	A request from a user for information, advice, a standard Change or for access to an IT Service. For example - to reset a password, or to provide standard IT Services for a new user. Service Requests are usually handled by a Service Desk and do not require an RFC (Request For Change) to be submitted.
Single Point of Contact (SPOC)	A designated single, consistent way to communicate with an individual, business entity or enterprise.

Tier 0 (Self Help)	A level of support provided to users via a web-based portal. This Self-Help level of support assists Users resolve lower level of difficulty Incidents and/or Service Requests. The Incidents and/or Service Requests handled at this level of support typically can be resolved through the direct effort of Users, rather than through the effort of resources associated with the Enterprise Service Desk.
Tier 1 Support	The first level in a hierarchy of support groups involved in the resolution of Incidents. Each level contains a more specialized skill, knowledge, time or resource in support of their responsibilities. Tier 1 is typically defined as the Enterprise Service Desk (ESD).
Tier 2 Support	The second level in a hierarchy of support groups involved in the resolution of Incidents and investigation of Problems. Each level contains a more specialized skill, knowledge, time or resource in support of their responsibilities. Tier 2 would be the next level of dispatch/escalation from Tier 1 (ESD) support.
Tier 3 Support	The third level in a hierarchy of support groups involved in the resolution of Incidents and investigation of Problems. Each level contains a more specialized skill, knowledge, time or resource in support of their responsibilities. Tier 3 would be the next level of dispatch/escalation from Tier 2 support.
Touch-point	The point or points in the execution of a NASA ITIL process where communication or exchange of information between service providers, customers, and end-users occur.
Underpinning Contract	A Contract between an IT Service Contractor and a third party. The third party provides goods or services that support the delivery of an IT Service to a Customer. The Underpinning Contract defines targets and responsibilities that are required to meet agreed Service Level Targets in an SLA.
Users	A person who uses the IT Service on a day-to-day basis. Users are distinct from Customers, as some Customers do not use the IT Service directly.

10 Referenced Document List

The following documents are applicable to the cross functional requirements.

a. NASA Enterprise Service Management Concept of Operations
b. NPR 7120.7 NASA Information Technology and Institutional Infrastructure Program and Project Management Requirements
c. NPR 2800.1, Managing Information Technology
d. NPR 2810.1 Security of Information Technology
e. NPR 2830.1 NASA Enterprise Architecture Procedures
f. NPD 1000.0 NASA Strategic Management and Governance Handbook
g. NASA Enterprise Service Desk Concept of Operations
h. NASA Enterprise Service Desk Performance Work Statement
i. NASA Enterprise Architecture Repository (NEAR) Interface Definition Specification
j. Government Availability Management Process
k. Government Capacity Management Process
l. Government Change Management Process
m. Government Incident Management Process
n. Government Information Security Management procedures and policy
o. Government IT Service Continuity Management Process
p. Government Knowledge Management Process
q. Government Problem Management Process
r. Government Release and Deployment Management (RDM) procedures
s. Government Release Plan (part of Government's Release and Deployment Management (RDM) procedures and policy)
t. Government Request Fulfillment Process
u. Government Service Asset and Configuration Management (SACM) Process
v. Government Service Level Management Process
w. Government Supplier Management Process

DATA PROCUREMENT DOCMENT NO. **1293** ISSUE **Revision E**

NNM11AA02C
CONTRACT/RFP

EXHIBIT NUMBER

J-2
ATTACHMENT NUMBER

Enterprise Applications Service Technologies (EAST)
PROJECT/SYSTEM

DATA PROCUREMENT DOCUMENT

Science Applications International Corporation (SAIC)
CONTRACTOR

October 30th, 2013
DATE

National Aeronautics and Space Administration

MSFC - Form 3461 (Rev September 1989)

National Aeronautics and Space Administration **DOCUMENT CHANGE LOG**					DATA PROCUREMENT DOCUMENT NO. 1293 ISSUE Revision E	
INCORPORATED REVISIONS OUTSTANDING REVISIONS				AS OF: 05-13-13	SUPERSEDING: 01/31/2013	PAGE: 1 of 2
AUTHORITY	PORTION AFFECTED - PAGE NO./NO.				REMARKS	
(DPD Revision)	INTRO	SGR	DRL	DRD		
Contract Mod. 16 (Revision A)			X	1293MA-009	Added the following DRD: 1293MA-009, NASA Enterprise Application Competency Center (NEACC) Process Guidelines	
			X	1293MA-005	Deleted the following DRD: 1293MA-005, Position Risk Designation for Non-NASA Employee	
Contract Mod. 19 (Revision B)			X	1293CF-012	Deleted the following DRD: 1293CF-0012, Information Technology (IT) Security Incident Report	
				1293CF-001	Item 15.3c: Changed **from** "Process for meeting security authorization requirements, including development and maintenance of IT-ASPs, implementation and validation of controls, security assessments, remediation, authorization, continuous monitoring, etc" **to** "Process for meeting security authorization requirements, including development and maintenance of IT-ASPs, monitoring and validation of controls, security assessments, remediation, authorization, continuous monitoring." Added 15.3h: Process for providing liaison for any NEACC IT Security Audits. Added 15.3i: Process for providing Access Management functions for the NEACC.	
Contract Mod. 40 (Revision C)			X	1293MA-006	Attachment 1: Added "Service Level Standards Evaluation Report"	
			X	1293MA-007	Item 15.3: Changed from "The Contractor shall describe their process for monitoring capacity and identifying the need to Additional Resource Charge (ARC) and for providing the Government with adequate notification prior to initiating an ARC. The Contractor's notification process shall permit the Government adequate time to ensure sufficient funding is available and to validate the business need for the ARC." **to** "The Contractor shall describe their process for monitoring capacity and identifying the need to Additional Resource Charge (ARC) or Reduced Resource Credit (RRC) and for providing the Government with adequate notification prior. The Contractor's notification process shall permit the Government adequate time to ensure sufficient funding is available for an ARC and Service Request volume for a RRC and to validate the business need." Item 15.3.a.: Remove the word "factory". Item 15.3.a.2: Replace the word "factory" with "NEACC".	
			X	1293CF-005	Deleted the following DRD: 1293CF-005, Application Inventory (AI) Report	

MSFC - Form 3461-1 (Rev. September 2007)

National Aeronautics and Space Administration **DOCUMENT CHANGE LOG**					DATA PROCUREMENT DOCUMENT NO. 1293 ISSUE Revision E	
INCORPORATED REVISIONS OUTSTANDING REVISIONS					AS OF: 11-25-13	SUPERSEDING: 01-31-13 / PAGE: 2of2
AUTHORITY (DPD Revision)	PORTION AFFECTED - PAGE NO./NO. INTRO	SGR	DRL	DRD	REMARKS	
Contract Mod. 40 (Revision C)			X	1293CF-006	Deleted the following DRD: 1293CF-006, Capacity Management Plan	
			X	1293CF-007	Deleted the following DRD: 1293CF-007, Service and Component Capacity Report	
			X	1293CF-009	Deleted the following DRD: 1293CF-009, Availability, Reliability, and Maintenance (ARM) Analysis Report	
			X	1293MA-004	Item 15.3 d. changed from: "Overview and rationale of service credits or debits applied during previous period." to "Overview of forecasted Application Points and rationale (as required) for any application point variances." Deleted Item 15.3j.	
Contract Mod. 48 (Revision D)			X	1293CF-002	Revised the name of DRD from "IT System Security Plan" to "IT Applications Security Plan" and revise abbreviation name "SSP" to "ASP"	
Contract Mod 59 (Revision E)			X	1293MA-006	Attachment 1: Deleted "Service Level Standards Evaluation Report"	

1.1 INTRODUCTION

1.2 Scope: Subject to the Rights in Data clause, this Data Procurement Document (DPD) sets forth the data requirements in each Data Requirements Description (DRD) and shall govern that data required by the DPD for the contract. The contractor shall furnish data defined by the DRD's listed on the Data Requirements List (DRL) by category of data, attached hereto, and made a part of this DPD. Such data shall be prepared, maintained, and delivered to NASA in accordance with the requirements set forth within this DPD. In cases where data requirements are covered by a Federal Acquisition Regulation (FAR) or NASA FAR Supplement (NFS) clause, that clause shall take precedence over the DPD, consistent with clause FAR 52.215-8.

1.3 DPD Description: This DPD consists of a Document Change Log, an Introduction, a Statement of General Requirements, DPD maintenance procedures, a DRL, and the DRD's.

1.3.1 General Requirements: The general requirements, as specified in paragraph 2.0 of this DPD, prescribe those requirements applicable to the preparation, maintenance, and delivery of data that are better defined in aggregate than in the individual DRD's.

1.3.2 Data Requirements List (DRL): Throughout the performance of the contract, the DRL provides a listing by data category of the data requirements of the DPD.

1.3.3 Data Requirements Descriptions (DRD's)

1.3.3.1 Each data requirement listed on the DRL is given complete definition by a DRD. The DRD prescribes content, format, maintenance instructions, and submittal requirements.

1.3.3.2 For the purpose of classification and control, DRD's of this DPD are grouped into the following broad functional data categories:

CATEGORY SYMBOL	DESCRIPTION
CD	Contractual Data
CF	Cross Functional
CM	Configuration Management
LS	Logistics/Support
MA	Management
QE	Quality Engineering
SA	Safety

1.3.3.3 The symbols representing these data categories form part of the prefix of the DRD identification number. The first numerical characters reflect the DPD number.

1.3.3.4 To facilitate the usage and maintenance of the DPD, the DRD's have been sectionalized in accordance with the above data categories.

1.3.3.5 The DRD's are filed by data category and are in alpha-numeric sequence as listed on the DRL page (or pages) that precedes the DRD's.

1.3.4 Document Change Log (DCL): The Document Change Log chronologically records all revision actions that pertain to the DPD.

1.3.5 DPD Maintenance Procedures: Maintenance procedures define the detailed methods to be employed in maintaining the DPD. Detailed maintenance procedures are specified in paragraph 3.0 of this DPD.

1.4 Data Types for Contractual Efforts: The types of data and their contractually applicable requirements for approval and delivery are:

TYPE	DESCRIPTION

1* All issues and interim changes to those issues require written approval from the requiring organization before formal release for use or implementation.

2* NASA reserves a time-limited right to disapprove in writing any issues and interim changes to those issues. The contractor shall submit the required data to NASA for review not less than 45 calendar days** prior to its release for use. The contractor shall clearly identify the release target date in the "submitted for review" transmittal***. If the data is unacceptable, NASA will notify the contractor within 45 calendar days** from the date of submission, regardless of the intended release date***. The contractor shall resubmit the information for reevaluation if disapproved. The submittal is considered approved if the contractor does not receive disapproval or an extension request from NASA within 45 calendar days**.

3 These data shall be delivered by the contractor as required by the contract and do not require NASA approval. However, to be a satisfactory delivery, the data shall satisfy all applicable contractual requirements and be submitted on time.

4 These data are produced or used during performance of the contract and are retained by the contractor. They shall be delivered only when NASA requests in writing and shall be delivered in accordance with the instructions in the request. The contractor shall maintain a list of these data and shall furnish copies of the list to NASA when requested to do so.

5 These data are incidental to contract performance and are retained by the contractor in those cases where contracting parties have agreed that formal delivery is not required. However, the Contracting Officer or the Contracting Officer's Representative shall have access to and can inspect this data at its location in the contractor's or subcontractor's facilities, or in an electronic database accessible to the Government.

* Note: Type 1 and Type 2 data may be placed under NASA configuration management control when designated by NASA. CM control requires the contractor to submit Type 1 and Type 2 data updates through Engineering Change Proposals (ECPs).

** Note: This time limit may be tailored for individual DRD's to meet the requirements of the procuring activity.

*** Note: If the contractor does not identify a release target date or if the intended release date is shorter than 45 calendar days from the date of submission, the 45 calendar days review cycle stands (or the tailored Type 2 time limitation for the specific procurement).

2.1 STATEMENT OF GENERAL REQUIREMENTS

2.2 Applicable/Reference Documents: Documents included as applicable documents in this DPD are the issue specified in the Statement of Work, and form a part of the DPD to the extent specified herein. Applicable documents listed in Item 15.2 of a DRD are applicable only to the preparation of the deliverable documentation described by that DRD.

References to documents other than applicable documents in the data requirements of this DPD may sometimes be utilized, and shall be indicated in 13. Remarks of the DRD. These do not constitute a contractual obligation on the contractor. They are to be used only as a possible example or to provide related information to assist the contractor in developing a response to that particular data requirement.

2.3 Subcontractor Data Requirements

2.3.1 The contractor shall specify to subcontractors and vendors, if any, the availability source of all data required for the satisfactory accomplishment of their contracts. The contractor shall validate these requirements for documents when appropriate; where the requirement concerns other contractor data, the contractor shall provide his subcontractor or vendor with the necessary documents. All such requests shall be accomplished under the auspices of the contractor.

2.3.2 Reference to subcontractor data in the contractor's responses is permissible, providing the references are adequate and includes such identification elements as title, number, revision, etc., and a copy of the referenced data is supplied with the response document at time of delivery to NASA.

2.4 Data Distribution, Format, Data Restriction Marking, and Transmittal

2.4.1 Distribution: Distribution of required documentation shall be in quantities determined by the Contracting Officer. Recipient names and email (if applicable) addresses shall be noted on a separate distribution list to be furnished by the Contracting Officer. The Contracting Officer's letter may include other information pertinent to delivery of data, as required.

2.4.2 Format

2.4.2.1 Electronic Format: Electronic submission of data deliverables is required. Electronic deliverables shall be printable. Data deliverables shall be delivered to NASA in the format specified below unless a specific format is required by a DRD. Data submittals shall consist of a single Adobe Acrobat PDF file and the native format electronic file(s). The preferred native formats include Microsoft Word, Excel, PowerPoint or CAD drawing plot file, as appropriate. Where a single native format file is not possible, multiple files may be integrated into a single ZIP file for submission. The organization of the contents of the integrated ZIP file shall be made readily apparent to the reader, and each file within the integrated product shall be clearly identifiable and traceable within the organization of the integrated product. If files are fragmented, file names shall be labeled logically and contiguously, and the files shall be easily reassembled or merged (e.g. 1 filename, 2 filename, 2a filename, etc.). The software versions shall be confirmed prior to submittals.

2.4.2.2 Hardcopy Format: In addition to the electronic submittal, one hardcopy package of specific data deliverables shall be delivered to the NASA Contracting Officer for the Government contract file. This requirement is indicated in Item 15.4, Format of each DRD. The hardcopy package shall consist of the contractor's Transmittal Memo and one copy of the data deliverable.

2.4.3 Data Restriction Marking

2.4.3.1 Data Restriction Determination and Marking Requirements: The contractor shall determine the data restriction that applies to each data deliverable and mark the data restriction on the data coversheet, or indicate the data restriction in the data transmittal package if the data format precludes identification of data restriction directly in the data. The contractor shall make a determination for each individual data deliverable item, and shall not apply a default or blanket data restriction marking to all data deliverables (e.g., "data may be export restricted"). If NASA does not agree with the contractor applied data restriction, the NASA Contracting Officer shall return the data to the contractor, cancel the markings, or ignore the markings consistent with the procedures set forth in the "data rights" clause(s) contained in the contract.

2.4.3.2 Data Restriction Categories and Marking Statements: The contractor shall consider the following data restriction categories, as a minimum, and utilize specified marking statements.

If data delivered under this contract is subject to the International Traffic in Arms Regulations (ITAR), the data shall contain an "ITAR Notice" as follows:

International Traffic in Arms Regulations (ITAR) Notice

This document contains information which falls under the purview of the U.S. Munitions List (USML), as defined in the International Traffic in Arms Regulations (ITAR), 22 CFR 120-130, and is export controlled. It shall not be transferred to foreign nationals, in the U.S. or abroad, without specific approval of a knowledgeable NASA export control official, and/or unless an export license/license exemption is obtained/available from the United States Department of State. Violations of these regulations are punishable by fine, imprisonment, or both.

If data delivered under this contract is subject to the Export Administration Regulations (EAR), the data shall contain the "EAR Notice" as follows:

Export Administration Regulations (EAR) Notice

This document contains information within the purview of the Export Administration Regulations (EAR), 15 CFR 730-774, and is export controlled. It may not be transferred to foreign nationals in the U.S. or abroad without specific approval of a knowledgeable NASA export control official, and/or unless an export license/license exception is obtained/available from the Bureau of Industry and Security, United States Department of Commerce. Violations of these regulations are punishable by fine, imprisonment, or both.

If the contract contains FAR 52.227-14 *Alternate II*, the "Limited Rights Notice" may be applicable to data (other than computer software) delivered under this contract.

If the contract contains FAR 52.227-14 *Alternate III*, the "Restricted Rights Notice" may be applicable to computer software delivered under this contract.

If the contract contains FAR 52.227-20, the "SBIR Rights Notice" may be applicable to SBIR data delivered under this contract.

If the contract contains NFS 1852.237-73, a sensitive information legend may be applicable to information delivered under this contract

In accordance with the applicable data clause (e.g., FAR 52.227-14(c) or FAR 52.227-20(c)), the contractor may be able to assert a copyright claim in data delivered under this contract. When claim to copyright is made, the Contractor shall affix the applicable copyright notices of 17 U.S.C. 401 or 402 and acknowledgment of Government sponsorship (including contract number) to the data when such data are delivered to the Government.

2.4.4 Transmittal

2.4.4.1 Data shall be transmitted to NASA by entry into IEC, email, CD or DVD, hardcopy, or other mechanism agreed to by the Contracting Officer, COTR, and Project representatives who are responsible to receive, index, and store the data deliverables.

2.4.4.2 If email is used to transmit data deliverables, the email size shall be 10 Megabytes or less to ensure receipt by the NASA email servers. Encrypted email format shall be used to transmit data which has been judged sensitive by the contractor (e.g., export controlled, limited rights data, SBIR, restricted computer software, copyrighted, etc.).

2.4.4.3 Data Transmittal Package: Each data transmittal package shall include:

a. Transmittal memorandum that specifies the meta-data below for each data transmittal:
   1. Contract number.
   2. Data Requirements Description (DRD) number.
   3. DRD data type (specified in Item 3 on the DRD).
   4. Submission date or milestone being satisfied.
   5. Document number and revision.
   6. Document title.
   7. File names of all files being delivered; file naming convention shall clearly identify the document being delivered.
   8. Distribution (as defined by the Contracting Officer's letter).
   9. Requested response date.
   10. Contractor assigned data restriction (export controlled, limited rights data, SBIR, restricted computer software, copyrighted, etc.) if not marked on data.
   11. NASA Records Retention Schedule (NRRS) number, if applicable (See NPR 1441.1, NASA Records Retention Schedules).
b. Printable electronic files or hardcopy data.

2.4.5 Electronic data deliverables shall be transmitted directly to the MSFC Repository through the Digital Asset Manager Web interface. Instructions for electronic data submittals can be found at http://avmcc.msfc.nasa.gov/repository/index.php. Document submitters must register for a Documentum user account through the NASA Account Management System (NAMS). Computer-Aided Design (CAD) drawings shall be submitted in the original native vector, Hewlett-Packard Graphic Language (HPGL), and raster image formats.

2.5 Printing: All printing, duplicating, or binding shall be in accordance with NFS 1852.208-81, Restrictions on Printing and Duplicating. Printing of formal reports and Type 1 and 2 data in book format shall be in accordance with the following general specifications:

a. Method of reproduction – offset/xerography.
b. Finished size – 8 1/2" X 11".
c. Paper – 20-pound opaque bond.
d. Cover – Litho cover stock.
e. Pages shall be printed on both sides; blank pages shall be avoided when possible.
f. Oversize pages shall be avoided when possible, but if necessary shall be folded to 8 1/2" X 11".
g. Binding shall be the most economical method commensurate with the size of the report and its intended use.

2.6 Contractor's Internal Documents: The contractor's internal documents shall be used to meet the data requirements of this DPD unless a specific format is required by the applicable DRD.

2.7 Document Identification: Type 1 and 2 documents published by the contractor and submitted in response to the data requirements of this DPD shall be identified within an organized identification numbering system prescribed to NASA by the contractor and, if applicable, as approved by NASA. For all data types, the document number, change legend, date, and title constitute the minimum identification of the specific document and shall appear on the cover and title page. The contract number shall also appear on the cover and title page as separate markings. The originator and organization shall be included on the title page. The document number, change legend, and date shall appear on each page of the document. In the front matter of each document, identify the DPD number and applicable DRD number(s) required for document preparation. Successive issues or revisions of documents shall be identified in the same manner as the basic issue and shall have appropriate change identification. Drawings and ECP's are excluded from the marking provisions of this paragraph. All Type 1 documentation, excluding configuration management requirements, shall be marked "PRELIMINARY PENDING NASA APPROVAL," and once approved shall be reissued with "APPROVED BY NASA" and the date and approval authority annotated on the cover.

2.8 Reference to Other Documents and Data Deliverables in Data Submittals: All referenced documents shall be made readily available to the cognizant NASA organization upon request. The contractor shall make sure that the references are available to NASA in a manner which does not incur delays in the use of the response document. Reference may be made, within one data submittal, to other data submittals delivered in response to this DPD in those cases where the data required by one DRD may have been delivered by the contractor in response to another DRD. The reference to previously-submitted data shall include the applicable DRD number, data submittal version date, and location within the referenced document.

2.9 Maintenance of Type 1 Document Submittals

2.9.1 Revisions of Type 1 documentation may be accomplished either by individual page revision or by a complete reissue of the document identified in accordance with requirements of 2.7 above, with the exception of drawings (which shall be revised in accordance with contract configuration management requirements).

2.9.2 Individual page revisions shall be made as deemed necessary by the contractor or as directed by the Contracting Officer.

2.9.3 A Type 1 document shall be completely reissued when, in the opinion of the contractor and/or NASA, the document has been revised to the extent that it is unusable in its present state, or when directed by the Contracting Officer. When complete reissues are made, the entire contents of the document shall be brought up to date and shall incorporate revised pages. All revisions shall be recorded. A revision log shall identify complete reissues except for periodic reports and documents which are complete within themselves as final.

2.9.4 Changes of a minor nature to correct obvious typing errors, misspelled words, etc., shall only be made when a technical change is made, unless the accuracy of the document is affected.

2.9.5 All revised pages shall be identified by a revision symbol and a new date. Each document shall contain a log of revised pages that identify the revision status of each page with the revision symbol. This list shall follow the table of contents in each document. The line or lines revised on a given page shall be designated by the use of vertical line in the margin of the page, and the change authority shall be indicated adjacent to the change.

2.9.6 Contractor Type 1 document shall not be submitted containing pen and ink markups which correct, add to, or change the text, unless schedule problems exist and approval is obtained in writing from the Contracting Officer. Such markups, however, shall not exceed 20 percent of the page content and shall be acceptable provided that the reproduced copies are legible. In addition, hand-drawn schematics, block diagrams, data curves, and similar charts may be used in original reports in lieu of formally prepared art work, as long as legibility of copies is not impaired. Acceptability shall be determined by the Contracting Officer.

3.1 DPD MAINTENANCE PROCEDURES

3.2 NASA-Initiated Change: New and/or revised data requirements shall be incorporated by contract modification to which the new or revised portion of the DPD shall be appended. The contractor shall notify the Contracting Officer in the event a deliverable data requirement is imposed and is not covered by a DRD, or when a DRD is changed by a contract modification and for which no revision to DPD is appended. In such cases, the contractor shall submit the requested changes to NASA for approval. See paragraph 3.3.1 for change procedures.

3.3 Contractor-Initiated Change: Contractor-proposed data requirements or proposed changes to existing requirements shall be submitted to NASA for approval.

3.4 DPD Change Procedures

3.4.1 Changes to a contractual issue of this DPD shall be identified by NASA on the Document Change Log.

3.4.2 The date of the DPD shall be entered under the “as of “block of the Document Change Log. The date that was in the “as of” block shall be entered in the “Superseding” block.

3.4.3 The Document Change Log entitled “Incorporated Revisions” shall be changed to indicate the modification number, portions affected, and remarks. All changes to the DPD/DRDs shall be identified in the “Remarks” column.

3.5 DPD Reissues

3.5.1 When conditions warrant, the DPD shall be reissued by NASA for each contract modification that affects the DPD and shall supersede the existing DPD in its entirety. Reissues shall be issued by contractual direction.

3.5.2 All revision dates shall remain in the Date Revised block on all DRDs. The issue symbol, which shall commence with "A" and progress through "Z," shall be entered in the DPD identification block of each DRD page of the DPD.

Enterprise Applications Service Technologies (EAST)

Data Requirements List

DRD	DATA TYPE	TITLE	OPR
CD - Contractual Data			
1293CD-001	2	Option Decision Package	IS01
CF – Cross Functional			
1293CF-001	2	Information Security Management Plan	JA000
1293CF-002	1	Information Technology (IT) Applications Security Plan (ASP)	XD030
1293CF-003	2	Service Asset and Configuration Management (SACM) Plan	JA000
1293CF-004	2	Release and Deployment Management (RDM) Plan	JA000
~~1293CF-005~~	~~3~~	~~Application Inventory (AI) Report~~	~~JA000~~
~~1293CF-006~~	~~2~~	~~Capacity Management Plan~~	~~JA000~~
~~1293CF-007~~	~~3~~	~~Service and Component Capacity Report~~	~~JA000~~
1293CF-008	2	Availability Management (AM) Plan	JA000
~~1293CF-009~~	~~3~~	~~Availability, Reliability, and Maintainability (ARM) Analysis Report~~	~~JA000~~
1293CF-010	2	Information Technology (IT) Service Continuity Management (ITSCM) Plan	JA000
1293CF-011	3	Interface Definition Agreement (IDA)	JA000
~~1293CF-012~~	~~1~~	~~Information Technology (IT) Security Incident Report~~	~~XD030~~
1293CF-013	3	NASA Enterprise Service Catalog Data Requirements	JA000
1293CF-014	3	Problem Documentation	JA000
MA – Management			
1293MA-001	2	Risk Management Plan	QD20
1293MA-002	3	Badged Employee and Remote IT User Listing	AS50
1293MA-003	3	Contractor Employee Clearance Document	AS50
1293MA-004	3	Monthly Progress Report	IS01
~~1293MA-005~~	~~3~~	~~Position Risk Designation for Non-NASA Employee~~	~~AS50~~
1293MA-006	2&3	EAST Documentation/Reports Matrix	IS01
1293MA-007	1	Application Point Capacity Management Plan	IS01
1293MA-008	1	Organizational Conflict of Interest (OCI) Mitigation Plan	IS40
1293MA-009	1	NASA Enterprise Application Competency Center (NEACC) Process Guidelines	IS01
QE – Quality			
1293QE-001	1	Software Engineering Quality Plan	QD21
SA – Safety			
1293SA-001	2	Safety, Health, and Environmental (SHE) Plan	AS10/QD12
1293SA-002	3	Mishap and Safety Statistics Reports	QD12

DATA REQUIREMENTS DESCRIPTION (DRD)

1. **DPD NO.**: 1293 **ISSUE**: Revision B
2. **DRD NO.**: **1293CD-001**
3. **DATA TYPE**: 2
4. **DATE REVISED**: 08-12-11
5. **PAGE**: 1/1

6. **TITLE**: Option Decision Package

7. **DESCRIPTION/USE**: To provide Option Decision Package to NASA for all EAST services.

8. **OPR**: IS01 9. **DM**: IS01

10. **DISTRIBUTION**: Per Contracting Officer's letter

11. **INITIAL SUBMISSION**: Ten (10) months prior to the effective date of Option

12. **SUBMISSION FREQUENCY**: Options 1 and 2 Decision Packages ten (10) months prior to the effective date of Options 1 and 2 if Option 1 is exercised

13. **REMARKS**: Any request for additional information will be made in writing by the Contracting Officer at least 14 days before the Option Decision Package is due. Reference is made to Clause **F.9**, *Special Conditions Applicable to Exercise of Option 1 and Option 2*.

14. **INTERRELATIONSHIP**: PWS paragraph 2.1.3

15. D**ATA PREPARATION INFORMATION**:

15.1 **SCOPE**: The Option Decision Package provides any information that will be requested by the contracting officer. The Option Decision Package will address all EAST services that are awarded to the Contractor.

15.2 A**PPLICABLE DOCUMENTS**: None

15.3 **CONTENTS**: The Option Decision Package shall include any additional information the contractor considers relevant to NASA's decision to exercise future options.

15.4 **FORMAT**: Contractor format is acceptable.

15.5 **MAINTENANCE**: Changes shall be incorporated by change page or complete reissue.

DATA REQUIREMENTS DESCRIPTION (DRD)

1. **DPD NO.**: 1293 **ISSUE**: Revision B
2. **DRD NO.**: **1293CF-001**
3. **DATA TYPE**: 2
4. **DATE REVISED**: 08-12-11
5. **PAGE**: 1/1
6. **TITLE**: Information Security Management Plan

7. **DESCRIPTION/USE**: To describe the Contractor's methodology for managing all aspects of information security, including addressing the cross-functional and service-specific information security requirements.

8. **OPR**: JA000 9. **DM**: IS01

10. **DISTRIBUTION**: Per Contracting Officer's letter

11. **INITIAL SUBMISSION**: 60 days after effective date of the contract

12. **SUBMISSION FREQUENCY**: One time, revise as required

13. **REMARKS**:

14. **INTERRELATIONSHIP**: Attachment **J-1**, Appendix **A.** Section 6.2.b

15. **DATA PREPARATION INFORMATION**:

15.1 **SCOPE**: The Information Security Management Plan provides the Contractor's proposed management approach for meeting cross-functional and service-specific information security requirements.

15.2 **APPLICABLE DOCUMENTS**:

FIPS 199	*Standards for Security Categorization of Federal Information and Information Systems*

15.3 **CONTENTS**: The Information Security Management Plan shall include, at a minimum, the following:

a. Contractor's information security POC(s) and roles and responsibilities for the POC(s).
b. Proposed grouping of information systems provided under the contract into IT Applications Security Plans (IT-ASP) and anticipated FIPS 199 security category of each information system.
c. Process for meeting security authorization requirements, including development and maintenance of IT-ASPs, monitoring and validation of controls, security assessments, remediation, authorization, continuous monitoring.
d. Processes for addressing all applicable information security requirements, including vulnerability scanning and mitigation, maintaining secure system configurations.
e. Process for information security incident management and response, including coordination with NASA Security Operations Center (SOC) and IT Security Managers, Privacy Act Managers, etc.
f. Process for providing required data to the NASA SOC.
g. Process for ensuring that Contractor employees meet information security requirements, such as IT security awareness training, qualifications for system administrators and others with elevated user privileges, etc., and that Contractor employees are knowledgeable of NASA information security policies and procedures.
h. Process for providing liaison for any NASA Enterprise Application Competency Center (NEACC) IT Security Audits.
i. Process for providing Access Management functions for the NEACC.

15.4 **FORMAT**: Contractor format is acceptable with NASA approval.

15.5 **MAINTENANCE**: Changes shall be incorporated by complete reissue. Update as required to maintain current with program changes.

DATA REQUIREMENTS DESCRIPTION (DRD)

1. **DPD NO.**: 1293 **ISSUE**: Revision B 2. **DRD NO.**: **1293CF-002**
3. **DATA TYPE**: 1 4. **DATE REVISED**: 08-12-11
5. **PAGE**: 1/2
6. **TITLE**: Information Technology (IT) Applications Security Plan (ASP)

7. **DESCRIPTION/USE**: To provide the Contractor's compliance with the IT security requirements in NFS 1852-204-76 (as modified by NASA Procurement Information Circular 08-09, dated May 1, 2008), section 6 of Attachment **J-1**, Appendix **A**, and any additions/augmentations described in NPR 2810.1, *Security of Information Technology*. This document will be used as part of the NASA IT security certification and accreditation process and to identify IT system inventories and appropriate Contractor IT security points of contact.

8. **OPR**: XD030 9. **DM**: XD042/IS01

10. **DISTRIBUTION**: Per Contracting Officer's letter

11. **INITIAL SUBMISSION**: As required by the NASA C&A process, in coordination with the information system's NASA authorizing official

12. **SUBMISSION FREQUENCY**: The IT ASP shall be reviewed and updated on a continual basis and after any significant changes to the IT System or contractor personnel point of contact (POC) information. Updated copies shall be submitted upon any significant changes or every three (3) years, whichever comes first.

13. **REMARKS**:

14. **INTERRELATIONSHIP**: Attachment **J-1**, Appendix **A,** Section 6.2.a

15. **DATA PREPARATION INFORMATION**:

15.1 **SCOPE**: The Information Technology (IT) Applications Security Plan (ASP) includes a description of the IT system and its implementation of security controls, risk assessment, self assessment of security plans, and contingency plan, in compliance with NIST SP 800-18 and NIST SP 800-53.

15.2 **APPLICABLE DOCUMENTS**:

FIPS 200	*Minimum Security Requirements for Federal Information and Information Systems*
FIPS 199	*Standards for Security Categorization of Federal Information and Information Systems*
NFS 1852.204-76	*Security Requirements for Unclassified Information Technology Resources (as modified by NASA Procurement Information Circular 08-09, dated May 1, 2008)*
NPR 2810.1	*Security of Information Technology*
NIST SP 800-18	*Guide for Developing Security Plans for Federal Information Systems*
NIST SP 800-30	*Risk Management Guide for Information Technology Systems*
NIST SP 800-34	*Contingency Planning Guide for Information Technology Systems*
NIST SP 800-61	*Computer Security Incident Handling Guide*
NIST SP 800-37	*Guide for the Security Certification and Accreditation of Federal Information Systems*
NIST SP 800-53	*Recommended Security Controls for Federal Information Systems*
NIST SP 800-53A	*Draft Guide for accessing the Security Controls in Federal Information Systems*

15.3 **CONTENTS:** The Information Technology (IT) Applications Security Plan shall include the following:

a. The IT Applications Security Plan shall be written in accordance with NASA FAR 1852.204-76 (as modified by NASA Procurement Information Circular 08-09, dated May 1, 2008), and NIST SP 800-18, and following the process defined in NIST SP 800-37. It should also address all the required security controls defined in the latest revision of the NIST SP 800-53 based upon the security categorization (per FIPS 199).

DRD Continuation Sheet

TITLE: Information Technology (IT) Applications Security Plan (ASP) **DRD NO.**: **1293CF-002**

DATA TYPE: 1 **PAGE**: 2/2

15. **DATA PREPARATION INFORMATION (CONTINUED)**:

b. Risk Assessment: The IT Risk Assessment report shall be written in accordance with NASA FAR 1852.204-76 (as modified by NASA Procurement Information Circular 08-09, dated May 1, 2008) and following the guidelines of NIST SP 800-30.

c. Self Assessment: The self-assessment shall be conducted and provided in the format defined by NIST SP 800-53A.

d. Contingency Plan: The IT Contingency Plan shall be written in accordance with NASA FAR 1852.204-76 and following the guidelines of NIST SP 800-34.

15.4 **FORMAT**: Contractor format is acceptable following guidelines listed in 15.3.

15.5 **MAINTENANCE**: Changes shall be incorporated by change page or complete reissue.

DATA REQUIREMENTS DESCRIPTION (DRD)

1. **DPD NO.**: 1293 **ISSUE**: Revision B
2. **DRD NO.**: **1293CF-003**
3. **DATA TYPE**: 2
4. **DATE REVISED**: 08-12-11
5. **PAGE**: 1/1

6. **TITLE**: Service Asset and Configuration Management (SACM) Plan

7. **DESCRIPTION/USE**: To describe the Contractor's approach for managing and protecting the integrity of Service Assets and Configuration Items.

8. **OPR**: JA000 9. **DM**: IS01

10. **DISTRIBUTION**: Per Contracting Officer's letter

11. **INITIAL SUBMISSION**: 60 days after effective date of the contract

12. **SUBMISSION FREQUENCY**: One time, revise as required

13. **REMARKS**:

14. **INTERRELATIONSHIP**: PWS paragraph 5.1.6.1, Attachment **J-1**, Appendix **A,** Section 5.3 and 7.7.2

15. **DATA PREPARATION INFORMATION**:

15.1 **SCOPE**: The Service Asset and Configuration Management (SACM) Plan provides the Contractor's proposed management approach for managing and protecting the integrity of Service Assets and Configuration Items throughout the service lifecycle.

15.2 **APPLICABLE DOCUMENTS**: None

15.3 **CONTENTS**: The Service Asset and Configuration Management (SACM) Plan shall include, at a minimum, the following:

a. Process for identifying and maintaining Configuration Items/Service Assets (including relevant attributes, relationships, baselines and detail, and status and changes thereto) in the Government Configuration Management Database (CMDB).
b. Process for verifying and auditing Configuration Items and Service Assets.
c. Process for implementing corrective actions to resolve Configuration Item/Service Asset discrepancies.

15.4 **FORMAT**: Contractor format is acceptable with NASA approval.

15.5 **MAINTENANCE**: Changes shall be incorporated by complete reissue. Update as required to maintain current with program changes.

DATA REQUIREMENTS DESCRIPTION (DRD)

1. **DPD NO.**: 1293 **ISSUE**: Revision B
2. **DRD NO.**: **1293CF-004**
3. **DATA TYPE**: 2
4. **DATE REVISED**: 08-12-11
5. **PAGE**: 1/1

6. **TITLE**: Release and Deployment Management (RDM) Plan

7. **DESCRIPTION/USE**: To describe the Contractor's approach for managing release packages and their constituent components and deployment into production and establishing effective use of the service(s).

8. **OPR**: JA000 9. **DM**: IS01

10. **DISTRIBUTION**: Per Contracting Officer's letter

11. **INITIAL SUBMISSION**: 10 days after effective date of the contract

12. **SUBMISSION FREQUENCY**: One time, revise as required

13. **REMARKS**:

14. **INTERRELATIONSHIP**: Attachment **J-1**, Appendix **A.** Section 7.8.2

15. **DATA PREPARATION INFORMATION**:

15.1 **SCOPE**: The Release and Deployment Management (RDM) Plan provides the Contractor's approach for managing release packages and their constituent components and deployment into production and establishing effective use of the service(s).

15.2 **APPLICABLE DOCUMENTS**: None

15.3 **CONTENTS**: The Release and Deployment Management (RDM) Plan shall include, at a minimum, the following:

a. Process for performing RDM in coordination and collaboration with Government, I^3P Contractors, and other Contractors.
b. Process for notifying the Enterprise Service Desk regarding release and deployment activities.
c. Process for building, testing, piloting (if required), and packaging of releases.
d. Process for planning for pass/fail situations and executing a back-out plan (if required).
e. Process for verifying deployment, stabilizing service(s), and closing deployment.

15.4 **FORMAT**: Contractor format is acceptable with NASA approval.

15.5 **MAINTENANCE**: Changes shall be incorporated by complete reissue. Update as required to maintain current with program changes.

DATA REQUIREMENTS DESCRIPTION (DRD)

1. **DPD NO.**: 1293 **ISSUE**: Revision B
2. **DRD NO.**: **1293CF-008**
3. **DATA TYPE**: 2
4. **DATE REVISED**: 08-12-11
5. **PAGE**: 1/1

6. **TITLE**: Availability Management (AM) Plan

7. **DESCRIPTION/USE**: To describe the Contractor's methodology for managing all availability-related issues, relating to both services and resources, ensuring that availability targets in all areas are measured and achieved.

8. **OPR**: JA000 9. **DM**: IS01

10. **DISTRIBUTION**: Per Contracting Officer's letter

11. **INITIAL SUBMISSION**: 60 days after effective date of the contract

12. **SUBMISSION FREQUENCY**: One time, revise as required

13. **REMARKS**:

14. **INTERRELATIONSHIP**: Attachment **J-1**, Appendix **A,** Section 7.10.8.a

15. **DATA PREPARATION INFORMATION**:

15.1 **SCOPE**: The Availability Management (AM) Plan provides the Contractor's proposed approach for managing availability of services and systems.

15.2 **APPLICABLE DOCUMENTS**: None

15.3 **CONTENTS**: The Availability Management (AM) Plan shall include, at a minimum, the following:

a. Process for managing product and service availability.
b. Process for notifying the Enterprise Service Desk regarding potential issues.
c. Process for defining availability, reliability, and maintainability (ARM) targets and measures; and aligning measures with underpinning service agreements.
d. Process for establishing service metrics, and tools for measuring and monitoring ARM and associated changes.
e. Process for conducting analysis for compliance to ARM Service Levels.
f. Process for assisting in identifying, investigating and resolving service availability issues.
g. Process for collecting and analyzing ARM data.
h. Process for complying with ARM Service Levels.
i. Process for evaluating availability improvement opportunities and associated costs.
j. Process for Meeting Government design and architecture standards, end-to-end service availability requirements and continuity plans.
k. Process for supporting end-to-end availability validation test plans.
l. Process for planning and scheduling downtime.

15.4 **FORMAT**: Contractor format is acceptable with NASA approval.

15.5 **MAINTENANCE**: Changes shall be incorporated by complete reissue. Update as required to maintain current with program changes.

DATA REQUIREMENTS DESCRIPTION (DRD)

1. **DPD NO.**: 1293 **ISSUE**: Revision B
2. **DRD NO.**: **1293CF-010**
3. **DATA TYPE**: 2
4. **DATE REVISED**: 08-12-11
5. **PAGE**: 1/1

6. **TITLE**: Information Technology (IT) Service Continuity Management (ITSCM) Plan

7. **DESCRIPTION/USE**: To describe the Contractor's method for establishing and maintaining ongoing recovery capability for required IT services and their components.

8. **OPR**: JA000 9. **DM**: IS01

10. **DISTRIBUTION**: Per Contracting Officer's letter

11. **INITIAL SUBMISSION**: 60 days after effective date of the contract

12. **SUBMISSION FREQUENCY**: Annually

13. **REMARKS**:

14. **INTERRELATIONSHIP**: PWS paragraph 5.5.4, Attachment **J-1**, Appendix **A** and Section 7.11.4.a

15. **DATA PREPARATION INFORMATION**:

15.1 **SCOPE**: The Information Technology (IT) Service Continuity Management (ITSCM) Plan provides the Contractor's proposed management approach for establishing and maintaining ongoing recovery capability for IT services and their supporting components.

15.2 **APPLICABLE DOCUMENTS**: None

15.3 **CONTENTS**: The Information Technology (IT) Service Continuity Management (ITSCM) Plan shall include, at a minimum, the following:

a. Process for managing product and service continuity.
b. Process for notifying the Enterprise Service Desk regarding potential issues.
c. Process for identifying contingency options and impact mitigation actions and strategies.
d. Process for enabling the effective identification, analysis, and management of risk responses.
e. Process for development, production, testing, maintenance, and training of the Plan.
f. Process, including criteria, for invoking the Plan, executing recovery plans, restoring Service to normal operation, and leading and/or coordinating recovery efforts.
g. Process for testing and documenting results of disaster recovery testing.
h. Process for identifying required ITSCM contingency services that impact the required IT services.

15.4 **FORMAT**: Contractor format is acceptable with NASA approval.

15.5 **MAINTENANCE**: Changes shall be incorporated by complete reissue. Update annually to maintain current with program changes.

DATA REQUIREMENTS DESCRIPTION (DRD)

1. **DPD NO.**: 1293 **ISSUE**: Revision B
2. **DRD NO.**: **1293CF-011**
3. **DATA TYPE**: 3
4. **DATE REVISED**: 08-12-11
5. **PAGE**: 1/1

6. **TITLE**: Interface Definition Agreement (IDA)

7. **DESCRIPTION/USE**: To collect and provide data showing interface requirements between Government and Contractor provided computer systems.

8. **OPR**: JA000 9. **DM**: IS01

10. **DISTRIBUTION**: Per Contracting Officer's letter

11. **INITIAL SUBMISSION:** 60 days after effective date of the contract

12. **SUBMISSION FREQUENCY**: One time, revise as required

13. **REMARKS**:

14. **INTERRELATIONSHIP**: Attachment **J-1**, Appendix **A.** Section 7.2.0.c, 7.3.0.c, 7.4.0.c, 7.5.0.c and 7.7.0.c

15. **DATA PREPARATION INFORMATION**:

15.1 **SCOPE**: The Interface Definition Agreement (IDA) is required whenever a Contractor chooses to use a non-Government computer system to support their provision of services, e.g., Change Management, Incident Management, Request Management, Problem Management, and Service Asset and Configuration Management.

15.2 **APPLICABLE DOCUMENTS**: None

15.3 **CONTENTS**: The Interface Definition Agreement (IDA) shall include, at a minimum, the following:
a. A short description of the computer systems being addressed.
b. Cross reference matrix of Government to Contractor data elements, e.g., name, size, format, description, and relationship.

15.4 **FORMAT**: Contractor format is acceptable with NASA approval.

15.5 **MAINTENANCE**: Changes shall be incorporated by complete reissue. Update as required to maintain current with program changes.

DATA REQUIREMENTS DESCRIPTION (DRD)

1. **DPD NO.**: 1293 **ISSUE**: Revision B
2. **DRD NO.**: **1293CF-013**
3. **DATA TYPE**: 3
4. **DATE REVISED**: 08-12-11
5. **PAGE**: 1/1

6. **TITLE**: NASA Enterprise Service Catalog Data Requirements

7. **DESCRIPTION/USE**: The NASA Enterprise Service Catalog (ESC) (also known as the NASA Enterprise Architecture Repository (NEAR)) is the authoritative source for all OCIO IT Service offerings and associated service data attributes.

8. **OPR**: JA000 9. **DM**: IS01

10. **DISTRIBUTION**: Per Contracting Officer's letter

11. **INITIAL SUBMISSION:** To be provided by the Government; initial contractor update to occur no later than 90 days after the effective date of the contract.

12. **SUBMISSION FREQUENCY**: One time, revise as required

13. **REMARKS**: Reference is made to NASA Enterprise Architecture Repository Interface Definition Specification (IDS).

14. **INTERRELATIONSHIP**: Attachment **J-1**, Appendix **A,** Section 5.2

15. **DATA PREPARATION INFORMATION**:

15.1 **SCOPE**: The NASA Enterprise Service Catalog data requirements encompass a broad range of information necessary to describe the various Services offerings of I^3P. Examples include systems components and service diagrams that depict the major systems and components of the service with relationships and dependencies.

15.2 **APPLICABLE DOCUMENTS**: None

15.3 **CONTENTS**: The NASA Enterprise Service Catalog (ESC) data requirements shall include, at a minimum, the following:

a. A short description of each service offering.
b. An architectural breakdown and itemization of the service offering down to the service's systems, and components. For example: Service Domain: Data Center Services, Data Storage Services, SAN, and SAN Storage Frame
c. Diagrams and charts presenting the service interfacing to other service providers services.
d. Service Components data to the granularity level required for the ESC entry to differentiate components and enable the Enterprise Service Desk (ESD)/Enterprise Service Request System (ESRS) to identify the service provider components and thereby properly display for selection by catalog users the Service, System or component.

15.4 **FORMAT**: As defined in NEAR IDS.

15.5 **MAINTENANCE**: Changes shall be incorporated by complete reissue. Update as required to maintain current with program changes.

DATA REQUIREMENTS DESCRIPTION (DRD)

1. **DPD NO.**: 1293 **ISSUE**: Revision B
2. **DRD NO.**: **1293CF-014**
3. **DATA TYPE**: 3
4. **DATE REVISED**: 08-12-11
5. **PAGE**: 1/2

6. **TITLE**: Problem Documentation

7. **DESCRIPTION/USE**: To provide documentation, scripts, and procedures for the Enterprise Service Desk to facilitate the resolution of problems.

8. **OPR**: JA000 9. **DM**: IS01

10. **DISTRIBUTION**: Per Contracting Officer's letter

11. **INITIAL SUBMISSION**: To be provided by the Government; initial contractor update to occur no later than 90 days after the effective date of the contract.

12. **SUBMISSION FREQUENCY**: As required

13. **REMARKS**: The documentation, scripts and procedures shall be fully developed, documented and tested prior to release in accordance with ITIL v3 Change, Release, and Deployment processes.

14. **INTERRELATIONSHIP**: Attachment **J-1**, Appendix **A,** Sections 5.3.g and 7.5.7.f

15. **DATA PREPARATION INFORMATION**:

15.1 **SCOPE**: The Problem Documentation applies to all cross-functional and service-specific problems.

15.2 **APPLICABLE DOCUMENTS**: None

15.3 **CONTENTS**: The Problem Documentation shall include, at a minimum, the following:

a. Documentation:
   1. Problem description.
   2. Problem characteristics/key indicators that enable quick identification.
   3. Actual/potential applicability and resolution guidance once problem determination is made.
b. Scripts: Specific guidance, e.g., frequently asked questions, for ESD or end user to enable the identification/determination and resolution of recurring problems.
c. Procedures: Step-by-step guidance for identifying, assigning resolution responsibility and resolving the problem.

15.4 **FORMAT**: For Tier 0 input, the ESD will define the format. For other input, Contractor format is acceptable with NASA approval.

15.5 **MAINTENANCE**: Changes shall be incorporated by change page or complete reissue. Update as required to maintain current with program changes.

DATA REQUIREMENTS DESCRIPTION (DRD)

1. **DPD NO.**: 1293 **ISSUE**: Revision B
2. **DRD NO.: 1293MA-001**
3. **DATA TYPE**: 2
4. **DATE REVISED**: 08-12-11
5. **PAGE**: 1/2

6. **TITLE**: Risk Management Plan

7. **DESCRIPTION/USE**: To provide a baseline document for planning, management, control, and implementation of the contractor's risk management program.

8. **OPR**: QD20 9. **DM**: IS01

10. **DISTRIBUTION**: Per Contracting Officer's letter

11. **INITIAL SUBMISSION**: Risk Management Plan, Risk List, Analysis, and Tracking Report - 90 days after Authority to Proceed (ATP). Lessons Learned Search Reports and Lessons Learned Submittals due at each milestone.

12. **SUBMISSION FREQUENCY**: Shall update and submit Risk List, Analysis, and Tracking Report in accordance with the NASA Project Risk Management Plan, every 30 days (monthly). Shall update Plan as required. Lessons Learned Search Reports and Lessons Learned Submittals shall be due at each subsequent major milestone and as appropriate throughout the project lifecycle.

13. **REMARKS**:

14. **INTERRELATIONSHIP**: PWS paragraph 2.4.4

15. **DATA PREPARATION INFORMATION**:

15.1 **SCOPE**: The Agency's risk management process addresses risk-informed decision making and continuous risk management.

15.2 **APPLICABLE DOCUMENTS**:

MWI 7120.6	*Program/Project Continuous Risk Management*
NPR 7120.7	*NASA Information Technology and Institutional Infrastructure Program and Project Management Requirements*
NPR 8000.4	*Agency Risk Management Procedural Requirements*

15.3 **CONTENTS**: The Risk Management Plan shall specify how the contractor will satisfy the risk management requirements of NPR 8000.4 and MWI 7120.6. The Risk List shall identify both risks to decision alternatives and implementation risks of the selected alternative, with regards to one or more of the following as appropriate to the focus of the contractor's organization unit: technical performance, schedule, budget, safety, compliance, and capability. The Risk List shall include internal and external sources of risk information, risk categories, severity, and status. The status is updated per the submission frequency (Item 12 above).

The Risk List shall identify program risks with regards to budget, cost, safety, schedule, and technical risks.

The Risk Analysis shall contain the following data: 1) References to source data for identified risk areas such as test data, lessons learned, Failure Modes Effects Analysis (FMEA), hazard analysis and technical analysis; 2) Catalog of all program/project risks; 3) Risk evaluation data that identifies the impact, probability and time frame for each risk; 4) Risk classification and prioritization data.

The Risk Tracking Report shall contain the following data: 1) Status of all risks and risk metrics; 2) Risk mitigation plans and verification of completed mitigation plans; 3) Risk decision summaries that will document re-planning of unsuccessful mitigation plans and risk acceptance/closures.

DRD Continuation Sheet

TITLE: Risk Management Plan **DRD NO.**: **1293MA-001**
DATA TYPE: 2 **PAGE**: 2/2

15. **DATA PREPARATION INFORMATION (CONTINUED)**:

Lessons Learned Search Reports shall specify how the contractor has satisfied the requirements of NPR 7120.7 by incorporating lessons learned. They shall contain the following data: 1.) Guidelines used to determine relevant searches; 2.) Details of searches that were performed, together with accompanying rationale; 3.) A list of relevant articles returned, source, and relevance to the project; and 4.) How the project plans to incorporate relevant lessons learned.

Lessons Learned Submittals shall include: 1.) Description of the driving event; 2.) Description of the lessons learned and any corrective action that may have resulted; 3.) Recommended changes to specifications or procedures.

15.4 **FORMAT**: Contractor format is acceptable unless specified by the Program/Project Risk Management Plan.

15.5 **MAINTENANCE**: Changes shall be incorporated by change page or complete reissue.

DATA REQUIREMENTS DESCRIPTION (DRD)

1. **DPD NO.**: 1293 **ISSUE**: Revision B
2. **DRD NO.**: **1293MA-002**
3. **DATA TYPE**: 3
4. **DATE REVISED**: 08-12-11
5. **PAGE**: 1/1

6. **TITLE**: Badged Employee and Remote IT User Listing

7. **DESCRIPTION/USE**: To assist NASA in conducting contractor floor checks and to determine if the employees meet the minimum background investigation requirements.

8. **OPR**: AS50 9. **DM**: IS01

10. **DISTRIBUTION**: Per Contracting Officer's letter. One copy each shall go to MSFC's Protective Services Office and Facilities Planning and Business Management Office.

11. **INITIAL SUBMISSION**: During Phase-In, no later than 30 days after the initiation of Phase-In activities.

12. **SUBMISSION FREQUENCY**: Formal update quarterly and all submissions will be encrypted via email or on CDs as personnel changes occur to distribution. If deemed necessary by the Contracting Officer, the contractor shall submit the list at times other than stated.

13. **REMARKS**: Reference is made to Federal Acquisition Regulation (FAR) Clause, FAR 52.215-2, *Audit and Records--Negotiations* (June 1999), NPR 1600.1, *NASA Security Program Procedural Requirements*.

14. **INTERRELATIONSHIP**: PWS paragraph 2.4.6

15. **DATA PREPARATION INFORMATION**:

15.1 **SCOPE**: The Badged Employee and Remote IT User Listing provides NASA with a list of all MSFC badged contractor employees, as well as, any contractor remote IT users who will have access to the MSFC IT system.

15.2 **APPLICABLE DOCUMENTS**: None

15.3 **CONTENTS**: The Badged Employee and Remote IT User Listing shall contain the data identified in Attachment A.

15.4 **FORMAT**: Contractor format shall be submitted via Attachment A.

15.5 **MAINTENANCE**: None required

ATTACHMENT A

COMPANY NAME:

CONTRACT NUMBER: **NASA PROJECT MANAGER (SPONSOR) OR COTR:**

CONTRACT EXPIRATION DATE: **ORGANIZATION CODE:**

COMPANY POINT OF CONTACT: **PHONE:**

PHONE NUMBER: **EMAIL:**

EMAIL ADDRESS:

LAST NAME	FIRST NAME (Given Name at Birth)	MIDDLE NAME (Given Name at Birth)	SOCIAL SECURITY NUMBER (Last 4 Digits Only)	DATE OF BIRTH	PLACE OF BIRTH (City, State)	DUTY POSITION	DUTY LOCATION (Bldg/Room)	SHIFT ASSIGNMENT	SUPERVISOR'S NAME

DATA REQUIREMENTS DESCRIPTION (DRD)

1. **DPD NO.**: 1293 **ISSUE**: Revision B
2. **DRD NO.**: **1293MA-3**
3. **DATA TYPE**: 3
4. **DATE REVISED**: 08-12-11
5. **PAGE**: 1/1

6. **TITLE**: Contractor Employee Clearance Document

7. **DESCRIPTION/USE**: To ensure that badged contractor employees who no longer require Center access properly clear all accounts when the access is no longer needed.

8. **OPR**: AS50 9. **DM**: IS01

10. **DISTRIBUTION**: Per Contracting Officer's letter

11. **INITIAL SUBMISSION**: Immediately when the access is no longer needed

12. **SUBMISSION FREQUENCY**: As required

13. **REMARKS**:

14. **INTERRELATIONSHIP**: PWS paragraph 2.4.7

15. **DATA PREPARATION INFORMATION**:

15.1 **SCOPE**: The Contractor Employee Clearance Document provides verification that all badged employees have properly cleared all accounts when the access is no longer needed.

15.2 **APPLICABLE DOCUMENTS**: None

15.3 **CONTENTS**: The Contractor Employee Clearance Document shall contain all the information required by MSFC Form 383-1.

15.4 **FORMAT**: MSFC Form 383-1, “Contractor Employee Clearance Document”.

15.5 **MAINTENANCE**: None required

DATA REQUIREMENTS DESCRIPTION (DRD)

1. **DPD NO.**: 1293 **ISSUE**: Revision B
2. **DRD NO.**: **1293MA-4**
3. **DATA TYPE**: 3
4. **DATE REVISED**: 08-12-11
5. **PAGE**: 1/1

6. **TITLE**: Monthly Progress Report

7. **DESCRIPTION/USE**: To provide visibility to contractor and MSFC project management of actual and potential problems and progress toward meeting the technical and schedule requirements.

8. **OPR**: IS01 9. **DM**: IS01

10. **DISTRIBUTION**: Per Contracting Officer's letter

11. **INITIAL SUBMISSION**: No later than 15 days after the first full month of performance after the effective date of the contract.

12. **SUBMISSION FREQUENCY**: 10 days following the end of each month

13. **REMARKS**:

14. **INTERRELATIONSHIP**: PWS paragraph 2.4.1

15. **DATA PREPARATION INFORMATION**:

15.1 **SCOPE**: The Monthly Progress Report provides data for the assessment of monthly cost, technical and schedule progress.

15.2 **APPLICABLE DOCUMENTS**: None

15.3 **CONTENTS**: The Monthly Progress Report shall contain the following:

a. Work accomplished for current reporting period, including a report of overall technical and schedule performance against Critical Service Levels.
b. Overview of activities planned for upcoming releases.
c. Overview of activities being performed within PWS 3.1 and PWS 3.2 across the Lines of Business, including number of Application Points completed in prior reporting period, current workload capacity, and supporting detail in accordance with Application Point Capacity Management Plan.
d. Summary of forecasted Application Points.
e. Current obstacles which impede performance or impact program schedule or price, and proposed corrective actions.
f. Overview of existing knowledge gaps, across all Delivery Functions and Lines of Business, and plan of action for addressing each gap.
g. Review of PWS 4.0 milestones.
h. Other information to assist the Government in evaluating the contractor’s price, technical and schedule performance, innovative processes and overall quality of work.
i. Status of Small Business utilization goals and explanation of any deviation.

15.4 **FORMAT**: Contractor format is acceptable.

15.5 **MAINTENANCE**: None required

DATA REQUIREMENTS DESCRIPTION (DRD)

1. **DPD NO.**: 1293 **ISSUE**: Revision B
2. **DRD NO.**: **1293MA-006**
3. **DATA TYPE**: 2
4. **DATE REVISED**: 08-12-11
5. **PAGE**: 1/3

6. **TITLE**: EAST Documentation/Reports Matrix

7. **DESCRIPTION/USE**: To provide necessary documentation and reports for effectively managing the EAST contract.

8. **OPR**: IS01 9. **DM**: IS01

10. **DISTRIBUTION**: Per Contracting Officer's letter

11. **INITIAL SUBMISSION**: See Attachment 1.

12. **SUBMISSION FREQUENCY**: See Attachment 1.

13. **REMARKS**:

14. **INTERRELATIONSHIP**: See Attachment 1.

15. **DATA PREPARATION INFORMATION**:

15.1 **SCOPE**: Documentation and reports will cover scope as defined in Attachment 1.

15.2 **APPLICABLE DOCUMENTS**: None

15.3 **CONTENTS**: Specific documentation/report requirements are detailed in Attachment 1.

15.4 **FORMAT**: Contractor format is acceptable with COTR approval. See Attachment 1, EAST Documentation/ Reports Matrix, for specific format requirements.

15.5 **MAINTENANCE**: Revisions made periodically to reflect current information.

ATTACHMENT 1 – EAST Documentation/Reports Matrix

Documentation	PWS Paragraph	Initial Submission	Frequency	Data Type	Format	Content
Service Level Metrics Report	5.1.1.2	30 Days after Effective Date of the Contract	Monthly w/Invoice	3	Electronic	Contractor shall be responsible for providing data to support Government reporting of Service Level Standards in accordance with Attachment **J-4** – *Service Level Standards*.
Monthly Price Report	2.2.1	30 Days after Effective Date of the Contract	Monthly w/Invoice	3	Hardcopy and Electronic	Monthly report containing: Price for Application Maintenance (PWS 3.1) activities by Application by Line of Business (LoB); Application Enhancement (PWS 3.2) activities by Application by LoB; and each individual ID/IQ Task Order open during the reporting period. All ARCs and RRCs for PWS 3.0 shall be individually noted. All price deductions associated with failure to meet any Service Levels shall be individually noted. Any other price deviation shall be noted with supporting documentation.

Documentation	PWS Paragraph	Initial Submission	Frequency	Data Type	Format	Content
Integrated Landscape View Report	5.1.3.7	60 Days after Effective Date of the Contract	Monthly	3	Hardcopy and Electronic	Documentation describing a high-level holistic view of each integrated environment by the following Line of Business categories: Business Systems, Product Lifecycle Management (PLM), Identity, Credentialing and Access Management (ICAM). Content will include: integrated environment inventory and owner, integrated environment usage roadmap, backlog/look ahead view of planned activity, current patch levels and coordination of future patch activity.
Test and Requirements Management Data	5.1.4.15	At the End of the Contract Period of Performance	Once	2	Electronic	The Contractor shall deliver to the GOVERNMENT, at the end of the period of performance, all test management and requirements management data stored in Contractor systems. The data shall be delivered in an electronic format that is readable and compatible with GOVERNMENT database systems, so that the data may be imported into a GOVERNMENT or a subsequent Contractor's test management and requirements management tool(s) if required.

DATA REQUIREMENTS DESCRIPTION (DRD)

1. **DPD NO.**: 1293 **ISSUE**: Revision B
2. **DRD NO.**: **1293MA-007**
3. **DATA TYPE**: 1
4. **DATE REVISED**: 08-12-11
5. **PAGE**: 1/2

6. **TITLE**: Application Point Capacity Management Plan

7. **DESCRIPTION/USE**: Documentation describing the Application Point Capacity Management Plan.

8. **OPR**: IS01 9. **DM**: IS01

10. **DISTRIBUTION**: Per Contracting Officer's letter

11. **INITIAL SUBMISSION**: Preliminary with Proposal

12. **SUBMISSION FREQUENCY**: Annually; as updates are applied

13. **REMARKS**:

14. **INTERRELATIONSHIP**: PWS paragraphs 3.1.4, 3.2.9, 3.2.10 and 5.1.2.1

15. **DATA PREPARATION INFORMATION**:

15.1 **SCOPE**: The Application Point Capacity Management Plan includes assignment of Application Points, Application Point Burn Down method, capacity forecasting and management, and EAST Service Management System.

15.2 **APPLICABLE DOCUMENTS**: None

15.3 **CONTENTS**: The Application Point Capacity Management Plan shall include: approach for assessing Application Points associated with each PWS Section 3.0 incident or request, for tracking burn down of Application Points accomplished for any given request over time, for demonstrating the completion of Application Points of both completed requests and requests still in process, for providing GOVERNMENT with continuous visibility into available delivery capacity, and proposed method for providing information in support of the monthly invoice. The Contractor shall describe their process for monitoring capacity and identifying the need to Additional Resource Charge (ARC) or Reduced Resource Charge (RRC) and for providing the Government with adequate notification. The Contractor's notification process shall permit the Government adequate time to ensure sufficient funding is available for an ARC and Service Request volume for an RRC and to validate the business need. The Application Point Capacity Management Plan shall also describe how the EAST Service Management System will record, track, and manage Application Points and factory capacity across Lines of Business and Delivery Functions.

The Application Point Capacity Management Plan shall address the areas shown in Section 1.2 of Attachment **J-6**, *Application Point Requirements* and provided for ease of reference below.

a. **Application Point Burn Down Guidelines**. The goal of work performed within the NASA Enterprise Applications Competency Center (NEACC) is to provide business value to end-users by deploying successfully completed service requests. While management of NEACC capacity and the EAST contract requires the tracking of Application Point burn down, the focus of work shall not be solely on burning down points, but rather on delivering business value in the form of completed and fully deployed functionality.

   1. **Burn Down Shall Be Tied to Milestones**. The burn down of points shall coincide with milestones that occur along the path to delivering the completed service request. Since the delivery of business value—through working application functionality -- is of higher value than the accomplishment of tasks, it is preferred that the milestones used to track burn down be tied to delivered, working, tested application components rather than to phases in a Software Development Lifecycle. For example, a milestone that tracks a functional or product owner's satisfaction with a successfully completed user

story is better than a milestone that tracks software design completion.

DRD Continuation Sheet

TITLE: Application Point Capacity Management Plan **DRD NO.**: **1293MA-007**
DATA TYPE: 1 **PAGE**: 2/2

15. **DATA PREPARATION INFORMATION (CONTINUED)**:

2. **Point Adjustments May Be Necessary:**

(a) **Replenishing Points to an In-Process Request**.
Situations will arise in which a service request may need to have additional Applications Points added in after it is already in process. This situation can occur, for example, if the request is partially completed, but a functional review results in new, or refined, requirements or specifications that require re-work or work that was not accounted for in the original complexity assessment. This situation can also occur if, during work on the request, it becomes evident that the requests are of a higher complexity than originally assessed.

(b) **Lowering of Points to an In-Process Request**.
Situations will arise in which a service request may need to have a reduction of Applications Points after it is already in process. This situation can occur, for example:

(1) If the request is partially completed, but a functional review results in deleted requirements or specifications that reduces the original complexity assessment.

(2) If during work on the request, it becomes evident that the request is of a much lower complexity than originally assessed.

(3) If the request is bundled with other requests that impact the same set of objects, resulting in economies of scale that reduce the overall complexity of each individual service request.

3. **Applying Lessons Learned to Application Point Assessments**. Periodic review of application point assessments should be conducted to ensure that the assessment model utilized reflects the capacity and velocity of the NEACC. As lessons learned are applied and learning curves are improved, adjustments to the assessment model may be required.

4. **Points Reserved for Completion**. Regardless of how many Application Points have been burned down in association with a service request, the full value of a service request is not realized until the request is complete (and successfully deployed). To avoid a situation where all Application Points have been burned down — and therefore earned — but where the service request remains incomplete, there must be a mechanism for reserving a percentage of the service request's overall Application Points so that they can only be burned down upon successful completion of the service request.

15.4 **FORMAT**: Contractor format is acceptable with COTR approval.

15.5 **MAINTENANCE**: Changes shall be incorporated by change page or complete reissue. Revisions made periodically to maintain current.

DATA REQUIREMENTS DESCRIPTION (DRD)

1. **DPD NO.**: 1293 **ISSUE**: Revision B
2. **DRD NO.**: **1293MA-008**
3. **DATA TYPE**: 1
4. **DATE REVISED**: 08-12-11
5. **PAGE**:

6. **TITLE**: Organizational Conflicts of Interest Plan

7. **DESCRIPTION/USE**: To demonstrate to the Government that the Contractor will avoid, neutralize, or mitigate organizational conflicts of the interest and ensure that the Contractor provides unbiased impartial advice and adequately protects sensitive, proprietary data belonging to other contractors. Having an acceptable OCI Plan as defined by this DRD is required to be eligible for award.

8. **OPR**: IS40 9. **DM**: IS01

10. **DISTRIBUTION**: Per Contracting Officer's letter

11. **INITIAL SUBMISSION**: Preliminary draft with proposal, if OCI is identified; otherwise 30 days after the effective date of the contract

12. **SUBMISSION FREQUENCY**: As required

13. **REMARKS**: Clause H.3, *Organizational Conflict of Interest (OCI)* and FAR Part 9.5, *Organizational and Consultant Conflicts of Interest.*

14. **INTERRELATIONSHIP**: PWS paragraph 2.4.9

15. **DATA PREPARATION INFORMATION**:

15.1 **SCOPE**: The Organizational Conflict of Interest (OCI) Plan describes the Contractor's approach to identify, resolve, and report potential OCI issues. The purpose of this DRD is to provide information detailing the Contractor's methods for resolving potential OCIs.

15.2 **APPLICABLE DOCUMENTS**: None

15.3 **CONTENTS**: The Organizational Conflict of Interest (OCI) Plan shall include (1) the Contractor's approach to identify, resolve, and report potential OCI issues and (2) an appendix of specific mitigation strategies for resolving identified OCIs. At a minimum, the plan shall:

a. Demonstrate an understanding of (1) OCI principles and (2) the full breadth of OCI issues and the types of harm that can result.
b. Define company roles, responsibilities, and procedures for screening (i.e., identifying/recognizing, analyzing/evaluating, resolving, and reporting) existing and new business opportunities for actual/ potential OCIs.
c. Identify any affiliated companies/entities (e.g., a parent company or a wholly-owned subsidiary) and procedures for coordinating OCIs with such affiliated companies/entities.
d. Explain how subcontractors will identify, resolve, and report OCIs.
e. Establish and require entrance training for new employees, refresher training for existing employees, and exit training for departing employees.
f. Define organizational and employee sanctions for violations of established OCI procedures/requirements/ guidelines.
g. Require periodic self-audits to ensure compliance with established OCI procedures/requirements/ guidelines.
h. Define records related to the OCI plan (e.g., training and audit records) that will be made available to the Government upon request.
i. Identify the strategy for resolving each OCI that is either identified in the solicitation or created by the requirements of the solicitation/contract and explain the effect of such strategy on performance of the contract. Specific resolution strategies shall be appended to the plan.

DRD Continuation Sheet

TITLE: Organizational Conflicts of Interest Plan **DRD NO.**: **1293MA-008**
DATA TYPE: 1 **PAGE**: 2/2

15. **DATA PREPARATION INFORMATION (CONTINUED)**:

j. Require the reporting of all potential/actual OCIs during performance of the contract. An OCI report shall include (1) description of the conflict, (2) the plan for avoiding, neutralizing, or mitigating the conflict, and (3) the benefits/risks vis-à-vis contract performance associated with plan approval/ acceptance. Specific resolution strategies shall be appended to the plan upon approval by the Government.

15.4 **FORMAT**: Contractor format is acceptable

15.5 **MAINTENANCE**: Changes shall be incorporated by change page or complete reissue.

DATA REQUIREMENTS DESCRIPTION (DRD)

1. **DPD NO.**: 1293 **ISSUE**: Revision B 2. **DRD NO.**: **1293MA-009**
3. **DATA TYPE**: 1 4. **DATE REVISED**: 08-12-11
5. **PAGE**: 1/1

6. **TITLE**: NASA Enterprise Application Competency Center (NEACC) Process Guidelines

7. **DESCRIPTION/USE**: To define the processes and integration points for Contractor interaction with the NASA Business Process Support (BPS) team in working all service request types. The document also provides operational authority and collaboration guidelines.

.8. **OPR**: IS01 9. **DM**: IS01

10. **DISTRIBUTION**: Per Contracting Officer's letter

11. **INITIAL SUBMISSION**: Original baseline document provided by the Government to the Contractor at Authority to Proceed (ATP)

12. **SUBMISSION FREQUENCY**: Update as required by the Government

13. **REMARKS**: Originally listed as Attachment J-17, *NEACC Process Guidelines*, was originally included as part of the EAST Contract as an attachment. Due to its operational nature of this "living" document, it was decided to create a DRD. In accordance with data type, all revisions require NASA approval. Reference is made to Attachment J-4, *Service Level Standards*; Attachment J-4A, *Service Level Method*; and Attachment J-4B, *Service Level Matrix*.

14. **INTERRELATIONSHIP**: DRDs 1293CF-004, *Release and Deployment Management Plan*; 1293MA-007, *Application Point Capacity Management Plan*; and 1293QE-001, *Software Engineering Quality Assurance Plan*. PWS paragraphs 1.4, 3.1.3, 3.1.9, 3.1.13 and 3.2.3

15. **DATA PREPARATION INFORMATION**:

15.1 **SCOPE**: The NEACC Process Guidelines provides the processes and integration points for Contractor interaction with the NASA BPS team in working all service request types.

15.2 **APPLICABLE DOCUMENTS**:

15.3 **CONTENTS**: The NEACC Process Guidelines baseline award shall be used to delineate required content.

15.4 **FORMAT**: Government provided format.

15.5 **MAINTENANCE**: Changes shall be incorporated by change page or complete reissue.

DATA REQUIREMENTS DESCRIPTION (DRD)

1. **DPD NO.**: 1293 **ISSUE**: Revision B
2. **DRD NO.**: **1293QE-001**
3. **DATA TYPE**: 1
4. **DATE REVISED**: 08-12-11
5. **PAGE**: 1/1

6. **TITLE**: Software Engineering Quality Plan

7. **DESCRIPTION/USE**: To document the overall Software Engineering principles, as well as the specific processes, to be applied towards: optimizing the quality and maintainability of NEACC systems, applications, and platforms and promoting increasing efficiencies within the NEACC factory.

8. **OPR**: QD21 9. **DM**: IS01

10. **DISTRIBUTION**: Per Contracting Officer's letter

11. **INITIAL SUBMISSION**: No later than 20 working days after the effective date of the contract

12. **SUBMISSION FREQUENCY**: Annually; as updates are applied

13. **REMARKS**:

14. **INTERRELATIONSHIP**: PWS paragraphs 3.2.15, 5.1.4.1, 5.1.4.2, 5.1.4.3, 5.1.4.11, 5.3.2 and 5.3.5

15. **DATA PREPARATION INFORMATION**:

15.1 **SCOPE**: The Software Engineering Quality Plan will identify the overall Software Engineering approach and the specific processes to be applied to all factory operations.

15.2 **APPLICABLE DOCUMENTS**: None

15.3 **CONTENTS**: The Software Engineering Quality Plan will identify, at a minimum, the approaches for: gathering and documenting business requirements; gathering and documenting technical requirements; maintaining requirements related documentation—or its equivalent—in a current state; for linking together requirement levels where required; creating and maintaining test plans; the use of manual versus automated testing; recording and managing defects prior to a software release; recording and managing defects following a software release; tracking overall product quality and identifying root causes resulting in any compromises to quality; implementing an effective continuous improvement approach; implementing industry best-practice Software Development Lifecycle approaches, to include standards for the documentation of application development designs and specifications, individual code components, and associated verification tests; performing Accessibility Reviews to ensure that all software is in compliance with Section 508 of the Rehabilitation Act.

15.4 **FORMAT**: Contractor format is acceptable.

15.5 **MAINTENANCE**: Changes shall be incorporated by change page or complete reissue.

DATA REQUIREMENTS DESCRIPTION (DRD)

1. **DPD NO.**: 1293 **ISSUE**: Revision B
2. **DRD NO.**: **1293SA-001**
3. **DATA TYPE**: 2
4. **DATE REVISED**: 08-12-11
5. **PAGE**: 1/4
6. **TITLE**: Safety, Health, and Environmental (SHE) Plan

7. **DESCRIPTION/USE**: A contractor generated document that describes the contractor's approach to assuring compliance with the Marshall Space Flight Center (MSFC) SHE core program requirements. The contractor's SHE Plan shall describe how the contractor will (1) prevent employee fatalities, (2) reduce the number of incidents, (3) reduce the severity of employee injuries and illnesses, and (4) protect the environment through the ongoing planning, implementation, integration and management control of the contractor's industrial safety, occupational health, and environmental program in accordance with NFS 1852.223-73.

8. **OPR**: AS10/QD12 9. **DM**: IS01

10. **DISTRIBUTION**: Per Contracting Officer's letter

11. **INITIAL SUBMISSION**: Preliminary with proposal

12. **SUBMISSION FREQUENCY**: During Phase-In, no later than 20 days after the beginning of the Phase-In period; update as required

13. **REMARKS**:

14. **INTERRELATIONSHIP**: NFS 1852.223-70, *Safety and Health;* NFS 1852.223-73, *Safety and Health Plan*; NFS 1823.570, *Drug-and alcohol-free workforce*; FAR 52.223-10, *Waste Reduction Program*. DRD 1293SA-002, *Mishap and Safety Statistics Report.* PWS paragraph 2.6.1

15. **DATA PREPARATION INFORMATION**:

15.1 **SCOPE**: The Safety, Health, and Environmental Plan describes the contractor's methods of planning, implementing and controlling industrial safety, occupational health, and environmental requirements to ensure compliance with the MSFC SHE program over the duration of this contract.

15.2 **APPLICABLE DOCUMENTS**: Code of Federal Regulations (CFR) and listed consensus standards are applicable to all contracts to the extent specified in the contract. NASA and MSFC documents are applicable to all contracts performed onsite to extent specified in the contract.

29 CFR Part 1910	*Department of Labor; Occupational Safety and Health Administration Standards for General Industry*
29 CFR Part 1926	*Department of Labor; Occupational Safety and Health Administration Standards for Construction Industry*
CFR Title 40 Parts 1-1068	*Protection of Environment*
ANSI Standards applicable to the scope of this contract	
NFPA Standards	*National Fire Codes*
NASA-STD-8719.11	*Safety Standard for Fire Protection*
NPR 3792.1	*Plan for a Drug-Free Workplace*
NPR 8715.3	*NASA General Safety Program Requirements*
MPR 1040.3	*MSFC Emergency Plan*
MPD 1800.1	*MSFC Smoking Policy*
MPR 1800.1	*Bloodborne Pathogens*
MPR 1800.2	*MSFC Ergonomics Program*
MPR 1810.1	*MSFC Occupational Medicine*
MPD 1840.1	*MSFC Environmental Health Program*
MPR 1840.1	*MSFC Confined Space Entries*

DRD Continuation Sheet

TITLE: Safety, Health, and Environmental (SHE) Plan **DRD NO.**: **1293SA-001**
DATA TYPE: 2 **PAGE**: 2/4

15. **DATA PREPARATION INFORMATION (CONTINUED)**:

MPR 1840.2	*MSFC Hazard Communication Program*
MPD 1840.3	*MSFC Respiratory Protection Program*
MPR 1840.3	*MSFC Hazardous Chemicals in Laboratories Protection Program*
MPR 1840.4	*MSFC Asbestos Program*
MPD 1860.2	*Radiation Safety Program*
MPR 1860.2	*Nonionizing Radiation Safety*
MPR 3410.1	*Training*
MWI 3410.1	*Personnel Certification Program*
MPR 8500.1	*MSFC Environmental Management Program*
MPR 8500.2	*MSFC Environmental Management System (EMS) Manual*
MWI 1810.1	*Automated External Defibrillator (AED) Program*
MWI 8621.1	*Mishap and Close Call Reporting and Investigation Program*
MPR 8715.1	*Marshall Safety, Health and Environmental (SHE) Program*
MWI 8715.1	*Electrical Safety Program*
MWI 8715.2	*Lockout/Tagout Program*
MWI 8715.3	*Hazard Identification & Warning System*
MWI 8715.4	*Personal Protective Equipment (PPE) and Systems*
MWI 8715.5	*Area/Building Manager Program*
MWI 8715.9	*Occupational Safety Requirements for MSFC Contractors*
MWI 8715.10	*Explosives, Propellants, & Pyrotechnics Program*
MWI 8715.11	*Fire Safety Program*
MWI 8715.12	*Safety, Health, and Environmental-Finding Tracking System (SHEtrak)*
MWI 8715.13	*Safety Concerns Reporting System (SCRS)*
MWI 8715.15	*Operational Safety Assessment Program*
MPD 8900.1	*Medical Operations Responsibilities for Human Space Flight Programs* (NOTE: This document only applies to Space Station contracts)

15.3 **CONTENTS**: The contractor's Safety, Health, and Environmental (SHE) Plan shall provide a clear description of their approach and methods for ensuring their compliance with the following four (4) MSFC SHE Core Program Requirements (CPR) and the applicable documents listed in 15.2 to the extent specified as applicable to this contracted effort.

a. Management Leadership and Employee Involvement:

1. A description of the contractor's policy and management's commitment to (1) provide a safe and healthful workplace for personnel (i.e., employees, customers, and public), (2) protect property and the environment, and (3) ensure compliance with EPA, OSHA, NASA, MPR 8715.1 and all MSFC SHE documents listed in 15.2 that contain requirements applicable to this contracted effort.
2. A description of how the contractor employees participate and are involved in their SHE Program (e.g., safety committees, worksite inspections, accident investigations, employee hazard reporting/ suggestion program, job hazard analysis).
3. A description of how the contractor ensures managers and employees (1) are held accountable to perform their jobs/tasks in a safe and healthful manner while also protecting property and the environment and (2) fully understand their roles and responsibilities in their SHE Program. Include how these accountabilities, roles and responsibilities are flowed-down to subcontractors or teammates, when applicable.
4. A description of how the contractor conducts and documents monthly SHE awareness training and/or meetings for employees. (**NOTE:** Onsite contractors and contractors located at MAF, when applicable, shall document their monthly SHE awareness training/meeting in the MSFC Supervisors Safety Web page (SSWP).
5. A description of how the contractor conducts and documents self evaluations of their SHE Program to determine its effectiveness. Include the frequency of when the contractor conducts these self evaluations.

DRD Continuation Sheet

TITLE: Safety, Health, and Environmental (SHE) Plan **DRD NO.**: **1293SA-001**
DATA TYPE: 2 **PAGE**: 3/4

15. **DATA PREPARATION INFORMATION (CONTINUED)**:

6. Provide the identification, by title, of the individual assigned by the contractor to be responsible for implementing the contractor's SHE program elements and designated to serve as the day-to-day SHE Point of Contact (POC) for this contracted effort.
7. A description of how the contractor ensures their SHE plan is maintained current with contract, NASA and MSFC requirements, reviewed and updated as necessary.

b. Worksite Analysis:

1. A description of how the contractor documents the identification of hazards and evaluates the risks associated with the hazards to eliminate or recommend adequate controls to reduce the hazards and risks to an acceptable safe working level. Include how this is accomplished when significant changes are made to existing operations/processes. (e.g., hazard analysis, job hazard analysis, risk assessment, safety review, and safe operating procedures). (**NOTE**: This also includes the identification, evaluation and control of health hazards for the prevention of occupational disease.)
2. A description of how each contractor supervisor conducts and documents monthly worksite safety visits and/or formal worksite safety inspections to ensure safe and healthful working conditions are maintained in the work area and employees are **not** performing their jobs/tasks/operations in an unsafe manner in accordance with MPR 8715.1 and MWI 8715.12. (**NOTE**: Onsite safety visits shall be performed once per month per supervisor and documented in the MSFC SSWP. Offsite safety inspections shall be performed as required by OSHA. Include the frequency these safety inspections are conducted offsite, when applicable.)
3. A description of how employees are allowed to report conditions that appear hazardous without fear of reprisal and to receive a timely response to eliminate the hazard. Include how these reports are documented and tracked. (**NOTE**: Onsite contractors and contractors located at MAF, when applicable, can use MWI 8715.13 as their employee reporting system.)
4. A description of how the contractor ensures all mishaps and close calls are reported, documented, and investigated to the extent necessary to determine root cause in accordance with MWI 8621.1. (Reference DRD 1293SA-002, *Mishap and Safety Statistics Report*).
5. A description of the contractor's policy to conduct post-mishap drug and alcohol testing when the initial mishap investigation provides reason to believe an employee's actions or failure to perform a required action is reasonably suspected of having caused or contributed to the mishap in accordance with NPR 3792.1, "Plan for Drug-Free Workplace." (NOTE: In the event a mishap results in a fatality or serious injury requiring immediate hospitalization, or substantial damage to property estimated to exceed $10,000 post-mishap drug and alcohol testing can be required and the results of these tests shall be provided to the MSFC Contracting Officer.)

c. Hazard Prevention and Control:

1. A description of how the contractor evaluates the severity of hazards and the risk the hazards pose to employees in determining the methods of hazard prevention, elimination and control (e.g., engineering or administrative controls, safety devices, safe work practices, personal protective equipment, generation of operating plans and procedures). (**NOTE**: MSFC Industrial Safety Branch concurrence is required for all onsite hazardous procedures. At MAF the MSFC S&MA representative located at MAF provides this concurrence. MSFC requires these procedures and plans to be reviewed annually and updated as necessary.)
2. A description of how the contractor intends to fully comply with the MSFC SHE documented programs listed in 15.2 that contain requirements applicable to this contracted effort while working onsite (e.g., Personal Protective Equipment (PPE), Respiratory Protection, Hazard Communication, Confined Space Entry, Lockout/Tagout, Bloodborne Pathogens). (**NOTE**: MSFC SHE documented programs listed in 15.2 are also applicable to work conducted at MAF. Include contractor programs for work conducted offsite, when applicable.)

DRD Continuation Sheet

TITLE: Safety, Health, and Environmental (SHE) Plan **DRD NO.**: **1293SA-001**
DATA TYPE: 2 **PAGE**: 4/4

15. **DATA PREPARATION INFORMATION (CONTINUED)**:

3. A description of the actions taken or the disciplinary policy implemented by the contractor when management or employees are discovered (1) **not** performing their jobs/tasks in a safe and healthful manner, (2) **not** protecting property or the environment, or (3) **not** complying with MSFC SHE program requirements and (4) how this is clearly communicated and equitably enforced to managers and employees. Include how these actions or disciplinary program is flowed-down to subcontractors or teammates, when applicable.
4. A description of how the contractor intends to implement an emergency management program to respond to all types of emergencies (e.g., fire, chemical spill, accidents, natural disasters) at their worksite. When contractor is located onsite include a list of emergency points-of-contact that will be onsite. (**NOTE**: Onsite contractors and contractors located at MAF, when applicable, can use MPR 1040.3 as their emergency management program.)
5. A description of how the contractor intends to provide safety, health, and environmental services that are applicable to this contracted effort if they are **not** provided by MSFC or by MAF when applicable (i.e., hazardous waste disposal, industrial hygiene monitoring, emergency medical support, hearing conservation program, respiratory protection, and hazard communication, etc.). Provide a list of services that are **not** to be provided by MSFC or by MAF when applicable.

d. Safety, Health and Environmental Training:

1. A description of how the contractor ensures each contractor employee receives initial and refresher MSFC SHE training when required. (**NOTE**: This applies to onsite contractors and contractors located at MAF.)
2. A description of how the contractor ensures each contractor employees are trained (1) to be knowledgeable of hazards in the workplace, (2) to recognize hazardous conditions, signs and symptoms of workplace-related illnesses, (3) to suspend or stop work when they notice safety, health or environmental conditions that warrant such action, (4) in safe work practices, and (5) the disciplinary actions taken when safety and health policies, procedures and rules are violated in accordance with MPR 3410.1, and MPR 8715.1.
3. A description of how the contractor evaluates each job/task/operation to ensure employees are trained to perform the specific job/task/operation they are assigned and receive specific job related training in accordance with the applicable parts of 29 CFR 1910 or 29 CFR 1926, when applicable. Include how this specific job related training required by OSHA is documented. (**NOTE**: Onsite employee and employees located at MAF, when applicable, training assessments shall be performed using the SHE Training Assessment located on the MSFC SSWP and documented in the MSFC SSWP.)

15.4 **FORMAT**: Contractor format is acceptable, but it is recommended to follow the MSFC SHE CPR order as listed in 15.3 or provide a Matrix that clearly links where each MSFC SHE CPR sub-element is addressed in the contractor's SHE Plan.

15.5 **MAINTENANCE**: Changes shall be incorporated by change page or complete reissue.

DATA REQUIREMENTS DESCRIPTION (DRD)

1. **DPD NO.**: 1293 **ISSUE**: Revision B
2. **DRD NO.**: **1293SA-002**
3. **DATA TYPE**: 3
4. **DATE REVISED**: 08-12-11
5. **PAGE**: 1/3

6. **TITLE**: Mishap and Safety Statistics Reports

7. **DESCRIPTION/USE**: To provide reporting of metrics, mishaps, close calls, and serious non-occupational injuries or illnesses.

8. **OPR**: QD12 9. **DM**: IS01

10. **DISTRIBUTION**: Per Contracting Officer's letter

11. **INITIAL SUBMISSION**:
    a. **Safety Statistics** for the previous month shall be submitted by the 10th of each month after contract award to the MSFC Industrial Safety Branch. Safety statistics for work performed at Michoud Assembly Facility (MAF) shall be submitted to the MSFC Safety and Mission Assurance (S&MA) representative located at MAF.
       1. Safety statistics shall be reported using MSFC Form 4371 or an equivalent electronic notification system.
       2. Safety statistics reports shall include: contract number, subcontractors, NAISC codes, number of employees, number of supervisors, hours worked, and number of injuries including days away from work and/or first-aide cases, number of incidents involving equipment or property damage, and number of supervisors and employees up-to-date with required MSFC Safety, Health, and Environmental (SHE) Training. (SHE training is only applicable to onsite contracts.)
    b. **Initial reporting for Type A, Type B, and Type C that involves a lost time injury or illness, and any High-Visibility Close Calls** for **ALL** contractors working **onsite** shall be reported to MSFC Industrial Safety Branch as soon as possible after initiating emergency response, but **no later than 1 hour** of occurrence or awareness. For these types of mishaps the initial notification can be made by calling the Safety Hotline (256) 544-0046 then followed up within 24 hours with an entry into the NASA Incident Reporting Information System (IRIS) by the contractor designated IRIS representative. At MAF call (504) 257-2526.
    c. **Initial reporting for Type C that does not involve a lost time injury or illness, Type D, and Low-Visibility Close Calls** for **ALL** contractors working **onsite** shall be reported to the MSFC Industrial Safety Branch as soon as possible after initiating emergency response, but **no later than 4 hours** of occurrence or awareness by:
       1. Direct input through the "SHE Report" located on the Safety, Health & Environmental (SHE) webpage located on "Inside Marshall." On the SHE webpage select the "Mishaps, Questions and Concerns" pull-down menu, then select "Report Mishaps/Close Calls/ Concerns." (At MSFC this is the preferred method of reporting), or
       2. Calling the Safety Hotline (256) 544-0046, [at MAF call (504) 257-2526] or
       3. Direct input into the NASA Incident Reporting Information System (IRIS) by the contractor designated IRIS representative. Access to IRIS database can be obtained from the MSFC S&MA IRIS administrator located in the MSFC Industrial Safety Branch after contract award.
    d. **Initial reporting for Type A and B mishaps and High-Visibility Close Calls** for contractors working **offsite** shall be reported to MSFC Industrial Safety Branch as soon as possible after initiating emergency response, but **no later than 1 hour** of occurrence or awareness by calling the Safety Hotline (256) 544-0046 then followed up within 24 hours with an entry into the NASA Incident Reporting Information System (IRIS) by the contractor designated IRIS representative.
       1. If a contractor employee has any type mishap while visiting a MSFC controlled site, they shall report immediately to their site sponsor in addition to other reporting requirements.
    e. **Initial reporting for Type C and D and Low-Visibility Close Calls** for contractors working **offsite** shall be reported via the Safety Statistics Report submitted monthly.

DRD Continuation Sheet

TITLE: Mishap and Safety Statistics Reports **DRD NO.**: **1293SA-002**
DATA TYPE: 3 **PAGE**: 2/3

11. **INITIAL SUBMISSION (CONTINUED)**:

f. **Initial reports for all mishaps and Close Calls** shall provide as much information as possible, but at a minimum include the following: location and time of incident, number of fatalities, number hospitalized, type of damage, estimated cost, brief description, and contact person's name and phone number in accordance with MWI 8621.1 and NPR 8621.1.

g. **Reporting of a non-work-related fatality or serious injury or illnesses that occur to contractor employee while working onsite shall be within 24 hours** of occurrence or awareness of injury by:

1. Notifying the Contracting Officer and MSFC Industrial Safety Branch. (For contractors working offsite reporting of a non-work-related injury or illness notification is at the discretion of the family.)

h. **Follow-up reporting for ALL contractors**:

1. **Type A or B mishaps, Type C that involves a lost time injury or illness, or High-Visibility Close Calls**: Follow-up report **within 24 hours** after the initial notification through IRIS entry by the contractor designated IRIS representative, or electronic submittal to MSFC Industrial Safety Branch.
2. **Type C that does not involve a lost time injury or illness, or D mishaps, or Low-Visibility Close Calls**: Follow-up report or update **within 6 days** after the initial notification through IRIS entry by the contractor designated IRIS representative, or electronic submittal to MSFC Industrial Safety Branch.
3. **Type A, B, and Close Calls with High-Visibility Type A or B potential Investigation Mishap Board Report**: submitted after completion of investigation. Corrective Action Plan submitted upon Endorsing Official approval.
4. **All Mishaps**: Follow-up Corrective Action Plan/Status 30 days after first mishap.

i. **Safety Concerns, Hazards, and non-reportable mishaps** for contractors working **onsite** shall be reported per MPR 8715.1 and MWI 8715.13.

j. Mishaps and Close Calls that occur at MAF shall be reported within the times specified in sections a thru g to the MSFC S&MA representative located at MAF by calling (504) 257-2526.

k. Follow-up reporting for mishaps and Close Calls reported at MAF shall be reported within the times specified in section h to the MSFC S&MA representative located at MAF.

12. **SUBMISSION FREQUENCY**: Safety Statistics (MSFC Form 4371, IRIS entry, or an equivalent electronic submittal) - By the 10th of each month to MSFC Industrial Safety Branch or for work performed at MAF to the MSFC S&MA representative located at MAF. All Mishaps: Monthly Follow-up Corrective Action Plan/Status until corrective actions implemented and closure received by updating record in IRIS data base (preferred) or electronic submittal to MSFC Industrial Safety Branch or for work performed at MAF to the MSFC S&MA representative located at MAF.

13. **REMARKS**:

14. **INTERRELATIONSHIP**: DRD 1293SA-001, *Safety, Health, and Environmental (SHE) Plan.* PWS paragraph 2.6.2

15. **DATA PREPARATION INFORMATION:**

15.1 **SCOPE**: The Mishap and Safety Statistics Reports document all mishaps and close calls as required in NPR 8621.1.

15.2 **APPLICABLE DOCUMENTS**:

NPR 8621.1	*NASA Procedural Requirements for Mishap and Close Call Reporting, Investigating, and Recordkeeping*
MPR 8715.1	*MSFC Safety, Health, and Environmental (SHE) Program*
MWI 8621.1	*Close Call and Mishap Reporting and Investigation Program*
MWI 8715.13	*Safety Concerns Reporting System (SCRS)*

15.3 **CONTENTS**: The Mishap and Safety Statistics Reports shall contain the information required by NPR 8621.1 and MWI 8621.1.

DRD Continuation Sheet

TITLE: Mishap and Safety Statistics Reports **DRD NO.**: **1293SA-002**
DATA TYPE: 3 **PAGE**: 3/3

15. **DATA PREPARATION INFORMATION (CONTINUED)**:

15.4 **FORMAT**: The following formats or electronic equivalent shall be submitted:

a. MSFC Form 4371, "MSFC Contractor Accident and Safety Statistics" or an equivalent electronic notification system that provides all necessary information listed in a.2.
b. Mishap Board Report using the format provided in NPR 8621.1.
c. Additional Information Submittal per MWI 8621.1.

15.5 **MAINTENANCE**: None required

15.6 **DEFINITIONS**: NASA Mishap. An unplanned event that results in at least one of the following:

a. Injury to non-NASA personnel, caused by NASA operations.
b. Damage to public or private property (including foreign property), caused by NASA operations or NASA-funded development or research projects.
c. Occupational injury or occupational illness to NASA personnel.
d. NASA mission failure before the scheduled completion of the planned primary mission.
e. Destruction of, or damage to, NASA property except for a malfunction or failure of component parts that are normally subject to fair wear and tear and have a fixed useful life that is less than the fixed useful life of the complete system or unit of equipment, provided that the following are true: 1) there was adequate preventative maintenance; and 2) the malfunction or failure was the only damage and the sole action is to replace or repair that component.

Close Call. An event in which there is no injury or only minor injury requiring first aid and/or no equipment/property damage or minor equipment/property damage (less than $1000), but which possesses a potential to cause a mishap.

High Visibility (Mishaps or Close Calls). Those particular mishaps or close calls, regardless of the amount of property damage or personnel injury, that the Administrator, Chief/OSMA, CD, AA/OIA, or the Center SMA director judges to possess a high degree of programmatic impact or public, media, or political interest including, but not limited to, mishaps and close calls that impact flight hardware, flight software, or completion of critical mission milestones.

Type A Mishap. A mishap resulting in one or more of the following: (1) an occupational injury or illness resulting in a fatality, a permanent total disability, or the hospitalization for inpatient care of 3 or more people within 30 workdays of the mishap; (2) a total direct cost of mission failure and property damage of $1 million or more; (3) a crewed aircraft hull loss; (4) an occurrence of an unexpected aircraft departure from controlled flight (except high performance jet/test aircraft such as F-15, F-16, F/A-18, T-38, OV-10, and T-34, when engaged in flight test activities).

Type B Mishap. A mishap that caused an occupational injury or illness that resulted in a permanent partial disability, the hospitalization for inpatient care of 1-2 people within 30 workdays of the mishap, or a total direct cost of mission failure and property damage of at least $250,000 but less than $1,000,000.

Type C Mishap. A mishap resulting in a nonfatal occupational injury or illness that caused any days away from work, restricted duty, or transfer to another job beyond the day or shift on which it occurred, or a total direct cost of mission failure and property damage of at least $25,000 but less than $250,000.

Type D Mishap. A mishap that caused any nonfatal OSHA recordable occupational injury and/or illness that does not meet the definition of a Type C mishap, or a total direct cost of mission failure and property damage of at least $1,000 but less than $25,000.

Offsite. Location or facility **not** owned or controlled by MSFC.

Onsite. Location or facility owned or controlled by MSFC.

MODEL CONTRACT NNM11AA02C

Attachment J-3
Wage Determination

Wage Determinations from the Department of Labor are attached

NOTICE TO PROSPECTIVE OFFERORS

The various Wage Determinations included in Attachment J-3 includes individual labor classifications that may or may not apply to the effort specified in Attachment J-1, Performance Work Statement. Therefore, Offerors shall proposed against the requirements of the PWS utilizing only those classifications that are relevant to the effort and the location in which the effort is to be performed.

WD 05-2007 (Rev.-16) was first posted on www.wdol.gov on 06/19/2012
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REGISTER OF WAGE DETERMINATIONS UNDER THE SERVICE CONTRACT ACT
By direction of the Secretary of Labor

U.S. DEPARTMENT OF LABOR
EMPLOYMENT STANDARDS ADMINISTRATION
WAGE AND HOUR DIVISION
WASHINGTON D.C. 20210

Wage Determination No.: 2005-2007
Revision No.: 16
Date Of Revision: 06/13/2012

Diane C. Koplewski
Director

Division of
Wage Determinations

States: Alabama, Tennessee

Area: Alabama Counties of Colbert, Franklin, Jackson, Lauderdale, Lawrence, Limestone, Madison, Marion, Marshall, Morgan, Winston
Tennessee Counties of Giles, Lawrence, Lincoln, Moore, Wayne

Fringe Benefits Required Follow the Occupational Listing

OCCUPATION CODE - TITLE	FOOTNOTE	RATE
01000 - Administrative Support And Clerical Occupations		
01011 - Accounting Clerk I		13.47
01012 - Accounting Clerk II		14.65
01013 - Accounting Clerk III		16.77
01020 - Administrative Assistant		21.27
01040 - Court Reporter		17.16
01051 - Data Entry Operator I		11.95
01052 - Data Entry Operator II		13.89
01060 - Dispatcher, Motor Vehicle		16.31
01070 - Document Preparation Clerk		12.47
01090 - Duplicating Machine Operator		12.47
01111 - General Clerk I		10.88
01112 - General Clerk II		11.87
01113 - General Clerk III		13.86
01120 - Housing Referral Assistant		19.14
01141 - Messenger Courier		10.07
01191 - Order Clerk I		12.66
01192 - Order Clerk II		15.27
01261 - Personnel Assistant (Employment) I		14.18
01262 - Personnel Assistant (Employment) II		15.86
01263 - Personnel Assistant (Employment) III		17.70
01270 - Production Control Clerk		19.18
01280 - Receptionist		11.86
01290 - Rental Clerk		12.97
01300 - Scheduler, Maintenance		15.32
01311 - Secretary I		15.32
01312 - Secretary II		17.16
01313 - Secretary III		19.14
01320 - Service Order Dispatcher		13.83
01410 - Supply Technician		21.27
01420 - Survey Worker		16.81
01531 - Travel Clerk I		11.08
01532 - Travel Clerk II		11.72
01533 - Travel Clerk III		12.50
01611 - Word Processor I		13.12
01612 - Word Processor II		14.73
01613 - Word Processor III		16.48
05000 - Automotive Service Occupations		
05005 - Automobile Body Repairer, Fiberglass		19.25
05010 - Automotive Electrician		18.61

05040 - Automotive Glass Installer	17.74
05070 - Automotive Worker	17.74
05110 - Mobile Equipment Servicer	16.08
05130 - Motor Equipment Metal Mechanic	19.47
05160 - Motor Equipment Metal Worker	17.74
05190 - Motor Vehicle Mechanic	17.78
05220 - Motor Vehicle Mechanic Helper	13.93
05250 - Motor Vehicle Upholstery Worker	16.93
05280 - Motor Vehicle Wrecker	17.74
05310 - Painter, Automotive	17.00
05340 - Radiator Repair Specialist	17.74
05370 - Tire Repairer	12.75
05400 - Transmission Repair Specialist	19.47
07000 - Food Preparation And Service Occupations	
07010 - Baker	11.24
07041 - Cook I	9.14
07042 - Cook II	10.27
07070 - Dishwasher	7.82
07130 - Food Service Worker	8.09
07210 - Meat Cutter	14.21
07260 - Waiter/Waitress	7.90
09000 - Furniture Maintenance And Repair Occupations	
09010 - Electrostatic Spray Painter	17.56
09040 - Furniture Handler	13.94
09080 - Furniture Refinisher	17.56
09090 - Furniture Refinisher Helper	14.41
09110 - Furniture Repairer, Minor	15.98
09130 - Upholsterer	17.56
11000 - General Services And Support Occupations	
11030 - Cleaner, Vehicles	10.28
11060 - Elevator Operator	10.02
11090 - Gardener	12.11
11122 - Housekeeping Aide	10.02
11150 - Janitor	10.02
11210 - Laborer, Grounds Maintenance	10.00
11240 - Maid or Houseman	8.67
11260 - Pruner	9.28
11270 - Tractor Operator	12.08
11330 - Trail Maintenance Worker	10.00
11360 - Window Cleaner	10.97
12000 - Health Occupations	
12010 - Ambulance Driver	15.85
12011 - Breath Alcohol Technician	16.00
12012 - Certified Occupational Therapist Assistant	21.95
12015 - Certified Physical Therapist Assistant	21.95
12020 - Dental Assistant	16.00
12025 - Dental Hygienist	22.48
12030 - EKG Technician	23.45
12035 - Electroneurodiagnostic Technologist	23.45
12040 - Emergency Medical Technician	15.85
12071 - Licensed Practical Nurse I	14.30
12072 - Licensed Practical Nurse II	16.00
12073 - Licensed Practical Nurse III	17.84
12100 - Medical Assistant	11.87
12130 - Medical Laboratory Technician	14.07
12160 - Medical Record Clerk	12.41
12190 - Medical Record Technician	14.96
12195 - Medical Transcriptionist	13.59
12210 - Nuclear Medicine Technologist	30.65
12221 - Nursing Assistant I	9.43
12222 - Nursing Assistant II	10.61

12223 - Nursing Assistant III		11.57
12224 - Nursing Assistant IV		12.99
12235 - Optical Dispenser		15.05
12236 - Optical Technician		12.56
12250 - Pharmacy Technician		13.36
12280 - Phlebotomist		12.99
12305 - Radiologic Technologist		23.95
12311 - Registered Nurse I		22.94
12312 - Registered Nurse II		28.08
12313 - Registered Nurse II, Specialist		28.08
12314 - Registered Nurse III		33.97
12315 - Registered Nurse III, Anesthetist		33.97
12316 - Registered Nurse IV		40.70
12317 - Scheduler (Drug and Alcohol Testing)		19.83
13000 - Information And Arts Occupations		
13011 - Exhibits Specialist I		20.09
13012 - Exhibits Specialist II		24.89
13013 - Exhibits Specialist III		30.45
13041 - Illustrator I		20.09
13042 - Illustrator II		24.89
13043 - Illustrator III		30.45
13047 - Librarian		27.56
13050 - Library Aide/Clerk		15.94
13054 - Library Information Technology Systems Administrator		24.89
13058 - Library Technician		16.14
13061 - Media Specialist I		17.96
13062 - Media Specialist II		20.09
13063 - Media Specialist III		22.40
13071 - Photographer I		16.19
13072 - Photographer II		18.70
13073 - Photographer III		22.40
13074 - Photographer IV		27.38
13075 - Photographer V		33.23
13110 - Video Teleconference Technician		17.96
14000 - Information Technology Occupations		
14041 - Computer Operator I		15.55
14042 - Computer Operator II		19.13
14043 - Computer Operator III		20.49
14044 - Computer Operator IV		26.16
14045 - Computer Operator V		27.62
14071 - Computer Programmer I		25.00
14072 - Computer Programmer II	(see 1)	
14073 - Computer Programmer III	(see 1)	
14074 - Computer Programmer IV	(see 1)	
14101 - Computer Systems Analyst I	(see 1)	
14102 - Computer Systems Analyst II	(see 1)	
14103 - Computer Systems Analyst III	(see 1)	
14150 - Peripheral Equipment Operator		15.55
14160 - Personal Computer Support Technician		26.16
15000 - Instructional Occupations		
15010 - Aircrew Training Devices Instructor (Non-Rated)		29.35
15020 - Aircrew Training Devices Instructor (Rated)		35.52
15030 - Air Crew Training Devices Instructor (Pilot)		36.76
15050 - Computer Based Training Specialist / Instructor		30.38
15060 - Educational Technologist		30.52
15070 - Flight Instructor (Pilot)		36.76
15080 - Graphic Artist		22.01
15090 - Technical Instructor		18.91
15095 - Technical Instructor/Course Developer		23.11
15110 - Test Proctor		17.16

15120 - Tutor	17.16
16000 - Laundry, Dry-Cleaning, Pressing And Related Occupations	
16010 - Assembler	8.30
16030 - Counter Attendant	8.30
16040 - Dry Cleaner	10.44
16070 - Finisher, Flatwork, Machine	8.30
16090 - Presser, Hand	8.30
16110 - Presser, Machine, Drycleaning	8.30
16130 - Presser, Machine, Shirts	8.30
16160 - Presser, Machine, Wearing Apparel, Laundry	8.30
16190 - Sewing Machine Operator	11.03
16220 - Tailor	11.64
16250 - Washer, Machine	9.00
19000 - Machine Tool Operation And Repair Occupations	
19010 - Machine-Tool Operator (Tool Room)	24.44
19040 - Tool And Die Maker	29.82
21000 - Materials Handling And Packing Occupations	
21020 - Forklift Operator	14.82
21030 - Material Coordinator	19.18
21040 - Material Expediter	19.18
21050 - Material Handling Laborer	10.48
21071 - Order Filler	10.87
21080 - Production Line Worker (Food Processing)	14.82
21110 - Shipping Packer	12.98
21130 - Shipping/Receiving Clerk	12.98
21140 - Store Worker I	12.06
21150 - Stock Clerk	16.35
21210 - Tools And Parts Attendant	14.82
21410 - Warehouse Specialist	14.82
23000 - Mechanics And Maintenance And Repair Occupations	
23010 - Aerospace Structural Welder	20.61
23021 - Aircraft Mechanic I	22.24
23022 - Aircraft Mechanic II	23.35
23023 - Aircraft Mechanic III	24.52
23040 - Aircraft Mechanic Helper	17.44
23050 - Aircraft, Painter	19.32
23060 - Aircraft Servicer	19.34
23080 - Aircraft Worker	20.27
23110 - Appliance Mechanic	18.04
23120 - Bicycle Repairer	14.66
23125 - Cable Splicer	19.76
23130 - Carpenter, Maintenance	17.56
23140 - Carpet Layer	17.29
23160 - Electrician, Maintenance	23.21
23181 - Electronics Technician Maintenance I	19.44
23182 - Electronics Technician Maintenance II	25.55
23183 - Electronics Technician Maintenance III	26.62
23260 - Fabric Worker	16.54
23290 - Fire Alarm System Mechanic	18.79
23310 - Fire Extinguisher Repairer	15.72
23311 - Fuel Distribution System Mechanic	18.79
23312 - Fuel Distribution System Operator	16.80
23370 - General Maintenance Worker	16.43
23380 - Ground Support Equipment Mechanic	22.24
23381 - Ground Support Equipment Servicer	19.34
23382 - Ground Support Equipment Worker	20.27
23391 - Gunsmith I	15.48
23392 - Gunsmith II	17.06
23393 - Gunsmith III	18.83
23410 - Heating, Ventilation And Air-Conditioning Mechanic	18.38

23411 - Heating, Ventilation And Air Contditioning Mechanic (Research Facility)	19.30
23430 - Heavy Equipment Mechanic	20.43
23440 - Heavy Equipment Operator	17.87
23460 - Instrument Mechanic	22.82
23465 - Laboratory/Shelter Mechanic	17.99
23470 - Laborer	11.36
23510 - Locksmith	18.04
23530 - Machinery Maintenance Mechanic	23.32
23550 - Machinist, Maintenance	18.59
23580 - Maintenance Trades Helper	14.41
23591 - Metrology Technician I	22.82
23592 - Metrology Technician II	23.80
23593 - Metrology Technician III	24.74
23640 - Millwright	20.67
23710 - Office Appliance Repairer	22.90
23760 - Painter, Maintenance	17.56
23790 - Pipefitter, Maintenance	19.29
23810 - Plumber, Maintenance	18.43
23820 - Pneudraulic Systems Mechanic	18.83
23850 - Rigger	18.83
23870 - Scale Mechanic	17.29
23890 - Sheet-Metal Worker, Maintenance	18.81
23910 - Small Engine Mechanic	17.06
23931 - Telecommunications Mechanic I	18.89
23932 - Telecommunications Mechanic II	20.87
23950 - Telephone Lineman	19.60
23960 - Welder, Combination, Maintenance	18.38
23965 - Well Driller	18.83
23970 - Woodcraft Worker	18.83
23980 - Woodworker	16.43
24000 - Personal Needs Occupations	
24570 - Child Care Attendant	8.56
24580 - Child Care Center Clerk	10.68
24610 - Chore Aide	10.19
24620 - Family Readiness And Support Services Coordinator	12.61
24630 - Homemaker	13.55
25000 - Plant And System Operations Occupations	
25010 - Boiler Tender	20.75
25040 - Sewage Plant Operator	19.88
25070 - Stationary Engineer	20.75
25190 - Ventilation Equipment Tender	14.85
25210 - Water Treatment Plant Operator	19.88
27000 - Protective Service Occupations	
27004 - Alarm Monitor	13.83
27007 - Baggage Inspector	10.85
27008 - Corrections Officer	15.28
27010 - Court Security Officer	16.82
27030 - Detection Dog Handler	13.55
27040 - Detention Officer	15.28
27070 - Firefighter	16.82
27101 - Guard I	10.85
27102 - Guard II	13.55
27131 - Police Officer I	18.64
27132 - Police Officer II	20.71
28000 - Recreation Occupations	
28041 - Carnival Equipment Operator	10.11
28042 - Carnival Equipment Repairer	10.62
28043 - Carnival Equpment Worker	8.38
28210 - Gate Attendant/Gate Tender	14.06

28310 - Lifeguard		12.21
28350 - Park Attendant (Aide)		15.73
28510 - Recreation Aide/Health Facility Attendant		11.48
28515 - Recreation Specialist		17.94
28630 - Sports Official		12.53
28690 - Swimming Pool Operator		15.65
29000 - Stevedoring/Longshoremen Occupational Services		
29010 - Blocker And Bracer		17.70
29020 - Hatch Tender		17.70
29030 - Line Handler		17.70
29041 - Stevedore I		16.90
29042 - Stevedore II		18.56
30000 - Technical Occupations		
30010 - Air Traffic Control Specialist, Center (HFO)	(see 2)	35.77
30011 - Air Traffic Control Specialist, Station (HFO)	(see 2)	24.66
30012 - Air Traffic Control Specialist, Terminal (HFO)	(see 2)	27.16
30021 - Archeological Technician I		18.60
30022 - Archeological Technician II		20.81
30023 - Archeological Technician III		25.48
30030 - Cartographic Technician		25.48
30040 - Civil Engineering Technician		22.83
30061 - Drafter/CAD Operator I		18.60
30062 - Drafter/CAD Operator II		20.81
30063 - Drafter/CAD Operator III		23.21
30064 - Drafter/CAD Operator IV		28.55
30081 - Engineering Technician I		15.98
30082 - Engineering Technician II		18.00
30083 - Engineering Technician III		21.00
30084 - Engineering Technician IV		28.62
30085 - Engineering Technician V		33.81
30086 - Engineering Technician VI		40.89
30090 - Environmental Technician		25.48
30210 - Laboratory Technician		18.92
30240 - Mathematical Technician		25.48
30361 - Paralegal/Legal Assistant I		18.54
30362 - Paralegal/Legal Assistant II		22.98
30363 - Paralegal/Legal Assistant III		28.11
30364 - Paralegal/Legal Assistant IV		34.01
30390 - Photo-Optics Technician		25.48
30461 - Technical Writer I		21.30
30462 - Technical Writer II		26.06
30463 - Technical Writer III		31.52
30491 - Unexploded Ordnance (UXO) Technician I		22.74
30492 - Unexploded Ordnance (UXO) Technician II		27.51
30493 - Unexploded Ordnance (UXO) Technician III		32.97
30494 - Unexploded (UXO) Safety Escort		22.74
30495 - Unexploded (UXO) Sweep Personnel		22.74
30620 - Weather Observer, Combined Upper Air Or Surface Programs	(see 3)	23.21
30621 - Weather Observer, Senior	(see 3)	25.48
31000 - Transportation/Mobile Equipment Operation Occupations		
31020 - Bus Aide		10.71
31030 - Bus Driver		13.94
31043 - Driver Courier		14.96
31260 - Parking and Lot Attendant		10.11
31290 - Shuttle Bus Driver		16.25
31310 - Taxi Driver		10.90
31361 - Truckdriver, Light		16.25
31362 - Truckdriver, Medium		16.82
31363 - Truckdriver, Heavy		17.62
31364 - Truckdriver, Tractor-Trailer		17.62

99000 - Miscellaneous Occupations	
99030 - Cashier	9.30
99050 - Desk Clerk	8.43
99095 - Embalmer	22.74
99251 - Laboratory Animal Caretaker I	8.61
99252 - Laboratory Animal Caretaker II	13.46
99310 - Mortician	22.65
99410 - Pest Controller	12.76
99510 - Photofinishing Worker	11.95
99710 - Recycling Laborer	14.15
99711 - Recycling Specialist	16.30
99730 - Refuse Collector	12.79
99810 - Sales Clerk	11.63
99820 - School Crossing Guard	12.71
99830 - Survey Party Chief	17.75
99831 - Surveying Aide	10.94
99832 - Surveying Technician	14.97
99840 - Vending Machine Attendant	13.90
99841 - Vending Machine Repairer	15.93
99842 - Vending Machine Repairer Helper	13.90

ALL OCCUPATIONS LISTED ABOVE RECEIVE THE FOLLOWING BENEFITS:

HEALTH & WELFARE: $3.71 per hour or $148.40 per week or $643.07 per month

VACATION: 2 weeks paid vacation after 1 year of service with a contractor or successor; 3 weeks after 10 years, and 4 after 20 years. Length of service includes the whole span of continuous service with the present contractor or successor, wherever employed, and with the predecessor contractors in the performance of similar work at the same Federal facility. (Reg. 29 CFR 4.173)

HOLIDAYS: A minimum of ten paid holidays per year, New Year's Day, Martin Luther King Jr's Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day. (A contractor may substitute for any of the named holidays another day off with pay in accordance with a plan communicated to the employees involved.) (See 29 CFR 4174)

THE OCCUPATIONS WHICH HAVE NUMBERED FOOTNOTES IN PARENTHESES RECEIVE THE FOLLOWING:

1) COMPUTER EMPLOYEES: Under the SCA at section 8(b), this wage determination does not apply to any employee who individually qualifies as a bona fide executive, administrative, or professional employee as defined in 29 C.F.R. Part 541. Because most Computer System Analysts and Computer Programmers who are compensated at a rate not less than $27.63 (or on a salary or fee basis at a rate not less than $455 per week) an hour would likely qualify as exempt computer professionals, (29 C.F.R. 541. 400) wage rates may not be listed on this wage determination for all occupations within those job families. In addition, because this wage determination may not list a wage rate for some or all occupations within those job families if the survey data indicates that the prevailing wage rate for the occupation equals or exceeds $27.63 per hour conformances may be necessary for certain nonexempt employees. For example, if an individual employee is nonexempt but nevertheless performs duties within the scope of one of the Computer Systems Analyst or Computer Programmer occupations for which this wage determination does not specify an SCA wage rate, then the wage rate for that employee must be conformed in accordance with the

conformance procedures described in the conformance note included on this wage determination.

Additionally, because job titles vary widely and change quickly in the computer industry, job titles are not determinative of the application of the computer professional exemption. Therefore, the exemption applies only to computer employees who satisfy the compensation requirements and whose primary duty consists of:

(1) The application of systems analysis techniques and procedures, including consulting with users, to determine hardware, software or system functional specifications;

(2) The design, development, documentation, analysis, creation, testing or modification of computer systems or programs, including prototypes, based on and related to user or system design specifications;

(3) The design, documentation, testing, creation or modification of computer programs related to machine operating systems; or

(4) A combination of the aforementioned duties, the performance of which requires the same level of skills. (29 C.F.R. 541.400).

2) APPLICABLE TO AIR TRAFFIC CONTROLLERS ONLY - NIGHT DIFFERENTIAL: An employee is entitled to pay for all work performed between the hours of 6:00 P.M. and 6:00 A.M. at the rate of basic pay plus a night pay differential amounting to 10 percent of the rate of basic pay.

3) AIR TRAFFIC CONTROLLERS AND WEATHER OBSERVERS - NIGHT PAY & SUNDAY PAY: If you work at night as part of a regular tour of duty, you will earn a night differential and receive an additional 10% of basic pay for any hours worked between 6pm and 6am. If you are a full-time employed (40 hours a week) and Sunday is part of your regularly scheduled workweek, you are paid at your rate of basic pay plus a Sunday premium of 25% of your basic rate for each hour of Sunday work which is not overtime (i.e. occasional work on Sunday outside the normal tour of duty is considered overtime work).

HAZARDOUS PAY DIFFERENTIAL: An 8 percent differential is applicable to employees employed in a position that represents a high degree of hazard when working with or in close proximity to ordinance, explosives, and incendiary materials. This includes work such as screening, blending, dying, mixing, and pressing of sensitive ordance, explosives, and pyrotechnic compositions such as lead azide, black powder and photoflash powder. All dry-house activities involving propellants or explosives. Demilitarization, modification, renovation, demolition, and maintenance operations on sensitive ordnance, explosives and incendiary materials. All operations involving regrading and cleaning of artillery ranges.

A 4 percent differential is applicable to employees employed in a position that represents a low degree of hazard when working with, or in close proximity to ordance, (or employees possibly adjacent to) explosives and incendiary materials which involves potential injury such as laceration of hands, face, or arms of the employee engaged in the operation, irritation of the skin, minor burns and the like; minimal damage to immediate or adjacent work area or equipment being used. All operations involving, unloading, storage, and hauling of ordance, explosive, and incendiary ordnance material other than small arms ammunition. These differentials are only applicable to work that has been specifically designated by the agency for ordance, explosives, and incendiary material differential pay.

** UNIFORM ALLOWANCE **

If employees are required to wear uniforms in the performance of this contract (either by the terms of the Government contract, by the employer, by the state or local law, etc.), the cost of furnishing such uniforms and maintaining (by laundering or dry cleaning) such uniforms is an expense that may not be borne by an employee where such cost reduces the hourly rate below that required by the wage

determination. The Department of Labor will accept payment in accordance with the following standards as compliance:

The contractor or subcontractor is required to furnish all employees with an adequate number of uniforms without cost or to reimburse employees for the actual cost of the uniforms. In addition, where uniform cleaning and maintenance is made the responsibility of the employee, all contractors and subcontractors subject to this wage determination shall (in the absence of a bona fide collective bargaining agreement providing for a different amount, or the furnishing of contrary affirmative proof as to the actual cost), reimburse all employees for such cleaning and maintenance at a rate of $3.35 per week (or $.67 cents per day). However, in those instances where the uniforms furnished are made of "wash and wear" materials, may be routinely washed and dried with other personal garments, and do not require any special treatment such as dry cleaning, daily washing, or commercial laundering in order to meet the cleanliness or appearance standards set by the terms of the Government contract, by the contractor, by law, or by the nature of the work, there is no requirement that employees be reimbursed for uniform maintenance costs.

The duties of employees under job titles listed are those described in the "Service Contract Act Directory of Occupations", Fifth Edition, April 2006, unless otherwise indicated. Copies of the Directory are available on the Internet. A links to the Directory may be found on the WHD home page at http://www.dol.gov/esa/whd/ or through the Wage Determinations On-Line (WDOL) Web site at http://wdol.gov/.

REQUEST FOR AUTHORIZATION OF ADDITIONAL CLASSIFICATION AND WAGE RATE {Standard Form 1444 (SF 1444)}

Conformance Process:

The contracting officer shall require that any class of service employee which is not listed herein and which is to be employed under the contract (i.e., the work to be performed is not performed by any classification listed in the wage determination), be classified by the contractor so as to provide a reasonable relationship (i.e., appropriate level of skill comparison) between such unlisted classifications and the classifications listed in the wage determination. Such conformed classes of employees shall be paid the monetary wages and furnished the fringe benefits as are determined. Such conforming process shall be initiated by the contractor prior to the performance of contract work by such unlisted class(es) of employees. The conformed classification, wage rate, and/or fringe benefits shall be retroactive to the commencement date of the contract. {See Section 4.6 (C)(vi)} When multiple wage determinations are included in a contract, a separate SF 1444 should be prepared for each wage determination to which a class(es) is to be conformed.

The process for preparing a conformance request is as follows:

1) When preparing the bid, the contractor identifies the need for a conformed occupation(s) and computes a proposed rate(s).

2) After contract award, the contractor prepares a written report listing in order proposed classification title(s), a Federal grade equivalency (FGE) for each proposed classification(s), job description(s), and rationale for proposed wage rate(s), including information regarding the agreement or disagreement of the authorized representative of the employees involved, or where there is no authorized representative, the employees themselves. This report should be submitted to the contracting officer no later than 30 days after such unlisted class(es) of employees performs any contract work.

3) The contracting officer reviews the proposed action and promptly submits a report of the action, together with the agency's recommendations and pertinent

information including the position of the contractor and the employees, to the Wage and Hour Division, Employment Standards Administration, U.S. Department of Labor, for review. (See section 4.6(b)(2) of Regulations 29 CFR Part 4).

4) Within 30 days of receipt, the Wage and Hour Division approves, modifies, or disapproves the action via transmittal to the agency contracting officer, or notifies the contracting officer that additional time will be required to process the request.

5) The contracting officer transmits the Wage and Hour decision to the contractor.

6) The contractor informs the affected employees.

Information required by the Regulations must be submitted on SF 1444 or bond paper.

When preparing a conformance request, the "Service Contract Act Directory of Occupations" (the Directory) should be used to compare job definitions to insure that duties requested are not performed by a classification already listed in the wage determination. Remember, it is not the job title, but the required tasks that determine whether a class is included in an established wage determination. Conformances may not be used to artificially split, combine, or subdivide classifications listed in the wage determination.

ATTACHMENT J-3A
EXEMPT/NON-EXEMPT POSITION DESCRIPTIONS

Standard Labor Category	Exempt /Non-Exempt	SCA Code	Minimum Requirements	Job Description
Program Manager	**E**	**N/A**	BA/BS Degree/ 12 Years Experience	Serves as the contractor's single contract manager, and shall be the contractor's authorized interface with the Government Contracting Officer (CO), the contract level Contracting Officer's Technical Representative (COTR), Government management personnel and customer agency representatives. Serves as senior corporate representative responsible for overall contract performance.
Senior Manager	**E**	**N/A**	BA/BS Degree/10 Years Experience	Serves as the manager for a large, complex functional work effort (or a group of functional work efforts) and shall assist the program manager in working with the Government CO and COTR, Government management personnel, and customer agency representatives. Under the guidance of the program manager, the manager shall be responsible for overall management of assigned task orders and for ensuring that the technical solutions and schedules in the task are accomplished within schedule and budget.
Technical Area Manager	**E**	**N/A**	BA/BS Degree/ 7 Years Experience	Serves as the manager or lead over a technical product, customer relationship, major service/project, or administrative functions. Recognized as subject matter expert with in depth knowledge of industry issues and trends. Utilizes functional area expertise gained through direct industry experience to assess the operational and functional baseline of a system and/or service and its technical components.
Human Resources/Labor Relations Manager	**E**	**N/A**	BA/BS Degree/7 Years Experience or 15 Years Relevant Experience	Serves as the senior human resources and labor relations person, providing senior-level management support, advice, counseling, and program development for human resources activities. Evaluates human relations and work related problems and meets with supervisors and managers to determine effective remediation techniques. Experienced in the handling of grievances and disciplinary actions.
Planner/Scheduler	**E**	**N/A**	BA/BS Degree/5 Years Experience or 7 Years Relevant Experience	Develops/directs schedules, program plans, and projects. Analyzes changes for scheduling impact. Provides risk assessments to determine the schedules viability.
Contracts/Subcontract /Purchasing Manager	**E**	**N/A**	BA/BS Degree/7 Years Experience or 10 Years Relevant Experience	Manage Contracts, Subcontracts, or Purchasing functions. Review incoming customer requests for proposals, identify proposal requirements, reviews terms and conditions for acceptability, coordinates proposal development in

				conjunction with legal counsel, drafts proposals including unique, complex special provisions and secures required management approval for submittal of proposals to customer. Develop, negotiate, and administer subcontracts of high complexity and risk to fulfill authorized requirements, ensuring compliance on supplier cost, schedule, legal and performance aspects. Negotiate moderate subcontracts, identify and coordinate sources and recommended supplier.
Contract/Subcontracts /Purchasing Specialist	**E**	**N/A**	BA/BS Degree/5 Years Experience or 7 Years Relevant Experience	Receive and grant approval for purchases of all goods or services. Analyze changes or new issues in materials and supply to reduce costs and improve quality. Relies on experience and judgment to plan and accomplish goals. Manage a staff and reports to top management.
Business Specialist	**E**	**N/A**	BA/BS Degree/5 Years Experience or 7 Years Relevant Experience	Responsible for manpower resource planning and allocation, analysis of buying trends, research, analysis and presentation of contract status and resource reports, and market analysis. Provide professional support to Contract and Technical Area Managers in meeting and maintaining manpower resource requirements. Evaluate internal manpower requirements for the execution of IT strategies and procedures and performs analysis of external market factors affecting compensation for IT professionals and supporting technical personnel. Develop compensation strategies for achieving and maintaining the optimum levels of technical capability with available financial resources.
Secretary II	**N**	**01312**		handles differing situations, problems, and deviations in the work of the office according to the supervisor's general instructions, priorities, duties, policies, and program goals. Supervisor may assist secretary with special assignments. Duties include or are comparable to the following: a. Screen telephone calls, visitors, and incoming correspondence; personally respond to requests for information concerning office procedures; determine which requests should be handled by the supervisor, appropriate staff member or other offices, prepare and sign routine non-technical correspondence in own or supervisor's name; b. Schedule tentative appointments without prior clearance. Make arrangements for conferences and meetings and assemble established

				background materials as directed. May attend meetings and record and report on the proceedings; c. Review outgoing materials and correspondence for internal consistency and conformance with supervisor's procedures; assure that proper clearances have been obtained, when needed; d. Collect information from the files or staff for routine inquiries on office program(s) or periodic reports, and refer non-routine requests to supervisor or staff; e. Explain to subordinate staff supervisor's requirements concerning office procedures, coordinate personnel and administrative forms for the office and forwards for processing.
General Clerk II	**N**	**01112**		This position requires familiarity with the terminology of the office unit. The General Clerk selects appropriate methods from a wide variety of procedures or makes simple adaptations and interpretations of a limited number of substantive guides and manuals. The clerical steps often vary in type or sequence, depending on the task. Recognized problems are referred to others.
General Clerk III	**N**	**01113**		This position uses some subject-matter knowledge and judgment to complete assignments consisting of numerous steps varying in nature and sequence. The General Clerk III selects from alternative methods and refers problems not solvable by adapting or interpreting substantive guides, manuals, or procedures. Typical duties include: assisting in a variety of administrative matters; maintaining a wide variety of financial or other records (stored both manually and electronically); verifying statistical reports for accuracy and completeness; compiling information; and handling and adjusting complaints.
Systems Engineer I	**E**	**N/A**	BS Degree/3 Years Experience or 5 Years Relevant Experience	With guidance from more senior engineers, assist using basic engineering principles to investigate, analyze, plan, design, develop, implement, test, or evaluate computer and telecommunications systems. Review and prepare engineering and technical analysis reports, change proposals, and other technical documentation. Apply engineering principles to perform functions such as computer system architecture design,

				computer system integration, computer, and telecommunications configuration management, and quality assurance testing.
Systems Engineer II	**E**	**N/A**	BS Degree/5 Years Experience or 10 Years Relevant Experience	With minimal supervision, applies advanced engineering principles to investigate, analyze, plan, design, develop, implement, test, or evaluate computer, telecommunications, audio and video systems. Review and prepare engineering and technical analysis reports, change proposals, and other technical documentation. Apply engineering principles to perform functions such as computer system architecture design, computer system integration, computer and telecommunications configuration management, and quality assurance testing of computer and telecommunications systems and associated support systems. Responsible for segments or phases of broader, more complex projects.
Systems Engineer III	**E**	**N/A**	BS Degree/10 Years Experience or 15 Years Relevant Experience	Apply engineering principles to investigate, analyze, plan, design, develop, implement, test, or evaluate computer and telecommunications systems. Provide technical leadership to less senior engineers. Review and prepare engineering and technical analysis reports, change proposals, and other technical documentation. Apply engineering principles to perform functions such as computer system architecture design, computer system integration, computer and telecommunications configuration management, and quality assurance testing of computer and telecommunications systems, audio and video associated support systems. Responsible for developing project plans, justifications, guidelines, and controls. Supervise team of Systems Engineers through project completion.
Software Engineer I	**E**	**N/A**	BS Degree/3 Years Experience or 5 Years Relevant Experience	With guidance from more senior engineers assist in the research, design and development of software systems to meet customer requirements Supports the testing, debugging, and maintenance of software systems.
Software Engineer II	**E**	**N/A**	BS Degree/5 Years Experience or 10 Years Relevant Experience	With minimal supervision, conducts the research, design and development of software systems to meet customer requirements Supports the testing, debugging, and maintenance of software systems.
Software Engineer III	**E**	**N/A**	BS Degree/10 Years Experience or 15 Years Relevant	In a lead role, conducts the research, design and development of software systems to meet customer requirements Supports the testing, debugging, and maintenance of software

			Experience	systems.
IT Security Engineer I	**E**	**N/A**	BS Degree/3 Years Experience or 5 Years Relevant Experience	Possess basic technical knowledge of IT Security principles. Database and network administration skills as well as, software development skills. With guidance from senior engineers, design and deploy security solutions with less complex network architecture. Use reporting tools to perform forensic analyses of system, application, and event audit logs.
IT Security Engineer II	**E**	**N/A**	BS Degree/5 Years Experience or 10 Years Relevant Experience	Possess working technical knowledge of IT Security principles. Possess experience with vulnerability assessment and intrusion detection tools. Design and deploy security solutions with complex network architecture. Provide security consulting, training and education. Develop and propagate security solutions and administration. Conduct assessments of target machines and complete networks to analyze their overall security posture. Use reporting tools to perform forensic analyses of system, application, and event audit logs.
IT Security Engineer III	**E**	**N/A**	BS Degree/10 Years Experience or 15 Years Relevant Experience	Possess in-depth technical knowledge of IT Security principles. Lead vulnerability assessment and design of intrusion detection tools for complex network architecture. Provide security consulting, training and education. Provide guidance in the deployment and use of reporting tools to perform forensic analyses of system, application, and event audit logs. Participate in major security consortiums and training seminars. Acting technical liaison for customer accounts, communicating customer needs to appropriate leadership.
Computer Programmer I	**N**	**14071**		The Computer Programmer I assists higher level staff by performing elementary programming tasks which concern limited and simple data items and steps which closely follow patterns of previous work done in the organization, e.g. drawing flow charts, writing operator instructions, or coding and testing routines to accumulate counts, tallies, or summaries. This worker may perform routine programming assignments (as described in Level II) under close supervision. In addition to assisting higher level staff, the Computer Programmer I may perform elementary fact-finding concerning a specified work process, e.g., a file of clerical records which is treated as a unit (invoices, requisitions, or purchase orders, etc.) and then report findings to

				higher level staff. May receive training in elementary fact-finding. Detailed step-by-step instructions are given for each task, and any deviation must be authorized by a supervisor. Work is closely monitored in progress and reviewed in detail upon completion.
Computer Programmer II	**E**	**N/A**	BA/BS Degree/ 2 Years Experience	At this level, initial assignments are designed to develop competence in applying established programming procedures to routine problems. This Computer Programmer performs routine programming assignments that do not require skilled background experience but do require knowledge of established programming procedures and data processing requirements, and works according to clear-cut and complete specifications. The data are refined, and the format of the final product is very similar to that of the input, or is well defined when significantly different, i.e., there are few, if any, problems with interrelating varied records and outputs. The Computer Programmer II maintains and modifies routine programs, makes approved changes by amending program flow charts, developing detailed processing logic, and coding changes, tests and documents modifications and writes operator instructions, may write routine new programs using prescribed specifications, and may confer with EDP personnel to clarify procedures, processing logic, etc. In addition, the Computer Programmer II may evaluate simple interrelationships in the immediate programming area confers with user representatives to gain an understanding of the situation sufficient to formulate the needed change, and implements the change upon approval of the supervisor or higher level staff. The incumbent is provided with charts, narrative descriptions of the functions performed, an approved statement of the product desired (e.g., a change in a local establishment report), and the inputs, outputs, and record formats. This Worker reviews objectives and assignment details with higher level staff to insure thorough understanding; uses judgment in selecting among authorized procedures and seeks assistance when guidelines are inadequate, significant deviations are proposed, or when unanticipated problems arise. Work is usually monitored in progress, and all work is reviewed

				upon completion for accuracy and compliance with standards.
Computer Programmer III	**E**	**N/A**	BA/BS Degree/ 4 Years Experience	As a fully qualified Computer Programmer, this Worker applies standard programming procedures and detailed knowledge of pertinent subject matter in a programming area such as a record keeping operation (supply, personnel and payroll, inventory, purchasing, insurance payments, depositor accounts, etc.); a well-defined statistical or scientific problem; or other standardized operation or problem. The incumbent works according to approved statements of requirements and detailed specifications. While the data are clear cut, related, and equally available, there may be substantial interrelationships of a variety of records and several varied sequences of formats are usually produced. The programs developed or modified typically are linked to several other programs in that the output of one becomes the input for another. This Computer Programmer recognizes probable interactions of other related programs with the assigned program(s) and is familiar with related system software and computer equipment, and solves conventional programming problems, (In small organizations, may maintain programs that concern or combine several operations, i.e. users, or develop programs where there is one primary user and the others give input.) The Computer Programmer III performs such duties as developing, modifying, and maintaining assigned programs, designing and implementing modifications to the interrelation of files and records within programs in consultations with higher level staff. This Worker monitors the operation of assigned programs and responds to problems by diagnosing and correcting errors in logic and coding; implements and/or maintains assigned portions of a scientific programming project, applying established scientific programming techniques to well-defined mathematical, statistical, engineering, or other scientific problems usually requiring the translation of mathematical notation into processing logic and code. (Scientific programming includes assignments such as: using predetermined physical laws expressed in

				mathematical terms to relate one set of data to another; the routine storage and retrieval of field test data, and using procedures for real-time command and control, scientific data reduction, signal processing, or similar areas.) This Programmer tests, documents work, writes and maintains operator instructions for assigned programs, and confers with other EDP personnel to obtain or provide factual data. In addition, this Programmer may carry out fact-finding and programming analysis of a single activity or routine problem, applying established procedures where the nature of the program, feasibility, computer equipment, and programming language have already been decided. Job tasks may require the incumbent to analyze present performance of the program and take action to correct deficiencies based on discussion with the user and consultation with and approval of the supervisor or higher-level staff. This Programmer may assist in the review and analysis of detailed program specifications, and in program design to meet changes in work processes. The Computer Programmer III works independently under specified objectives; applies judgment in devising program logic and in selecting and adapting standard programming procedures, resolves problems and deviations according to established practices, and obtains advice where precedents are unclear or not available. This Worker, may guide or instruct lower level programmers; supervise technicians and others who assist in specific assignments, works on complex programs under close direction of higher level staff or supervisor, and may assist higher level staff by independently performing moderately complex tasks assigned, and performing complex tasks under close supervision. Work at a level above this is deemed Supervisory or Individual Contributor. Completed work is reviewed for conformance to standards, timeliness, and efficiency.
Computer Programmer IV	**E**	**N/A**	BA/BS Degree/ 6 Years Experience	The Computer Programmer IV applies expertise in programming procedures to complex programs; recommends the redesign of programs, investigates and analyzes feasibility and program requirements, and develops programming specifications. Assigned programs

				typically affect a broad multi-user computer system which meets the data processing needs of a broad area (e.g., manufacturing, logistics planning, finance management, human resources, or material management) or a computer system for a project in engineering, research, accounting, statistics, etc. This Programmer plans the full range of programming actions to produce several interrelated but different products from numerous and diverse data elements, which are usually from different sources; solves difficult programming problems, and uses knowledge of pertinent system software, computer equipment, work processes, regulations, and management practices. This Programmer performs such duties as: developing, modifying, and maintains complex programs; designs and implements the interrelations of files and records within programs which will effectively fit into the overall design of the project; works with problems or concepts and develops programs for the solution to major scientific computational problems requiring the analysis and development of logical or mathematical descriptions of functions to be programmed; and develops occasional special programs, e.g. a critical path analysis program to assist in managing a special project. This Worker tests, documents, and writes operating instructions for all work, confers with other EDP personnel to secure information, investigate and resolve problems, and coordinates work efforts. In addition, this incumbent performs such programming analyses as: investigating the feasibility of alternate program design approaches to determine the best balanced solution, e.g., one that will best satisfy immediate user needs, facilitate subsequent modification, and conserve resources. Duties include the following: assisting user personnel in defining problems or needs, determining work organization on typical maintenance projects and smaller scale, working on limited new projects, the necessary files and records, and their interrelation with the program or working on large or more complicated projects, and participating as a team member along with other EDP personnel and users, holding responsibility for a portion of the project.

				The Computer Programmer IV works independently under overall objectives and direction, apprising the supervisor about progress and unusual complications and modifying and adapting precedent solutions and proven approaches. Guidelines include constraints imposed by the related programs with which the incumbent's programs must be meshed. Completed work is reviewed for timeliness, compatibility with other work, and effectiveness in meeting requirements. This Worker may function as team leader or supervise a few lower level programmers or technicians on assigned work.
Computer System Analyst I	**E**	**N/A**	BA/BS Degree/5 Years Experience	At this level, initial assignments are designed to expand practical experience in applying systems analysis techniques and procedures. This Analyst provides several phases of the required systems analysis where the nature of the system is predetermined, uses established fact-finding approaches, knowledge of pertinent work processes and procedures, and familiarity with related computer programming practices, system software, and computer equipment. This Worker carries out fact finding and analyses as assigned, (usually of a single activity or a routine problem); applies established procedures where the nature of the system, feasibility, computer equipment and programming language have already been decided; may assist a higher level systems analyst by preparing the detailed specifications required by computer programmers from information developed by the higher level analyst, and may research routine user problems and solve them by modifying the existing system when the solutions follow clear precedents. When cost and deadline estimates are required, results receive closer review. The supervisor defines objectives, priorities, and deadlines. Incumbents work independently; adapt guides to specific situations; resolve problems and deviations according to established practices; and obtain advice where precedents are unclear or not available. Completed work is reviewed for conformance to requirements, timeliness, and efficiency. This position may supervise technicians and others who assist in specific assignments. Work at a level above this is

				deemed Supervisory or Individual Contributor.
Computer System Analyst II	**E**	**N/A**	BA/BS Degree/8 Years Experience	This Analyst applies systems analysis and design skills in an area such as a record keeping or scientific operation. A system of several varied sequences or formats is usually developed, e.g. the analyst develops systems for maintaining depositor accounts in a bank, maintaining accounts receivable in a retail establishment, maintaining inventory accounts in a manufacturing or wholesale establishment, or processing a limited problem in a scientific project. This position requires competence in most phases of system analysis and knowledge of pertinent system software and computer equipment and of the work processes, applicable regulations, workload, and practices of the assigned subject-matter area. Job duties require the incumbent to be able to recognize probable interactions of related computer systems and predict impact of a change in assigned system. The Computer Systems Analyst II reviews proposals which consist of objectives, scope, and user expectations; gathers facts, analyzes data, and prepares a project synopsis which compares alternatives in terms of cost, time, availability of equipment and personnel, and recommends a course of action; upon approval of synopsis, prepares specifications for development of computer programs. Duties also include the ability to determine and resolve data processing problems and coordinate the work with program, users, etc. This worker orients user personnel on new or changed procedures, may conduct special projects such as data element and code standardization throughout a broad system, working under specific objectives and bringing to the attention of the supervisor any unusual problems or controversies. In this position, the incumbent works independently under overall project objectives and requirements, and apprises supervisor about progress and unusual complications. Guidelines usually include existing systems and the constraints imposed by related systems with which the incumbent's work must be meshed. This worker adapts design approaches successfully used in precedent systems, works on a segment of a complex data processing scheme or broad system, as described for Computer

				Systems Analyst, level III, works independently on routine assignments and receives instructions and guidance on complex assignments. Work is reviewed for accuracy of judgment, compliance with instructions, and to insure proper alignment with the overall system. Completed work is reviewed for timeliness, compatibility with other work, and effectiveness in meeting requirements. This analyst may provide functional direction to lower level assistants on assigned work.
Computer System Analyst III	**E**	**N/A**	BA/BS Degree/10 Years Experience	The Computer Systems Analyst III applies systems analysis and design techniques to complex computer systems in a broad area such as manufacturing, finance management, engineering, accounting, or statistics, logistics planning, material management, etc. Usually, there are multiple users of the system; however, there may be complex one-user systems, e.g., for engineering or research projects. This position requires competence in all phases of systems analysis techniques, concepts, and methods and knowledge of available system software, computer equipment, and the regulations, structure, techniques, and management practices of one or more subject-matter areas. Since input data usually come from diverse sources, this worker is responsible for recognizing probable conflicts and integrating diverse data elements and sources, and produces innovative solutions for a variety of complex problems. The Computer Systems Analyst III maintains and modifies complex systems or develops new subsystems such as an integrated production scheduling, inventory control, cost analysis, or sales analysis record in which every item of each type is automatically processed through the full system of records. The incumbent guides users in formulating requirements, advises on alternatives and on the implications of new or revised data processing systems, analyzes resulting user project proposals, identifies omissions and errors in requirements and conducts feasibility studies. This analyst recommends optimum approach and develops system design for approved projects, interprets information and informally arbitrates between system users when conflicts exist. This worker may serve as lead analyst in a design subgroup,

				directing and integrating the work of one or two lower level analysts, each responsible for several programs. Supervision and nature of review are similar to level II; existing systems provide precedents for the operation of new subsystems.

ATTACHMENT J-4A
Service Level Method

1. General Provisions

a) The Contractor shall measure and report on all of the Expected Service Levels (ESL), Minimum Service Levels (MSL) identified in Attachment **J-4B**, *Service Level Matrix.*

b) The Contractor shall measure Service Levels on a periodic basis (as specified by the Service Level 'measurement window' in Attachment **J-4C**, *Service Level Surveillance Plan*) and report the Service Levels in accordance with DRD 1293MA-006, *EAST Documentation/Reports Matrix -Service Level Metrics Report*and *EAST Documentation/Reports Matrix – NEACC Customer Satisfaction Evaluation Report*.

c) The Contractor shall provide the raw data and detailed supporting information referenced in Section 1(b) above, to be accessible to the Contracting Officer Representative (COR) online and in real time (or as soon as such information is available to Contractor) at all times during the Term of the Agreement.

d) The Maximum Price Deduction for Failure to Meet Service Level Standard 1.1 with respect to each six month period is % of the Contractor's price for Services for such six month period.The Maximum Price Deduction for Failure to Meet Service Level Standards 2.0 through 3.0 with respect to each calendar month is % of the Contractor's price for Services for such month. Maximum price deduction for failure to meet Service Level Standards shall not exceed % of the Contractors annual price for services.

2. Responsibilities

The Contractor shall be responsible for promptly investigating failures to meet the Service Levels by:

a) Promptly initiating Problem investigations, including Root Cause Analyses, as applicable.

b) Promptly reporting ESL and MSLFailures to NASA.

c) Promptly escalating potential and actual Incidents and Problems outside the Contractors control that interferes with the Contractor's ability to meet the Service Levels.

d) Promptly and continuously advising NEACC Management of the root cause of ESL and MSLFailures and the status of remedial efforts being undertaken with respect to Service Level Failures.

e) Making written recommendations to NASA for improvement in procedures that negatively affect Service Level achievement.

3. Additions, Deletions and Modifications of Service Levels

The Contractor may propose Additions, Deletions, and Modifications to the Service Levels, to include Service Level Definition, Expected and Minimum Service Levels, and Allocation Percentage, with the submittal of each Option Decision Package. (Reference Clause **F.9**)

4. Service LevelStandards Evaluation Process

The Contractor's achievement of a particular service level shall be measured according to Attachment J-4C, Service Level Surveillance Plan.

a) The Contractor shall report the Service LevelStandard 1.1 NEACC Customer Satisfaction metric in accordance with DRD 1293MA-006, *EAST Documentation/Reports Matrix – Customer Satisfaction Evaluation Report.*

b) The Service Level Standard 1.1 NEACC Customer Satisfaction metric shall be over a 6-month evaluation period based on Strategic Focus Areas defined by the COR 30 days prior to the ensuing 6-month evaluation period. There may be up to five (5)Strategic Focus Areas in an evaluation period. A Strategic Focus Area shall be a defined scope of work with evaluation criteria set to achieve customer satisfaction.

i. The Government shall designate one or more NEACC Technical Monitors to provide a rating for the NEACC Customer Satisfaction Service Level Metric.

ii. The Contractor's satisfaction rating shall be monitored by the NEACC Technical Monitors assigned by the COR to oversee the assigned Strategic Focus Area tasks.

iii. The NEACC Technical Monitor and the Contractor shall jointly identify and agree upon the evaluation criteria for each Strategic Focus Area to be used in the NEACC Customer Satisfaction process. These criteria must be defined before the start of the evaluation period. The Government shall use the evaluation criteria within a specific Strategic Focus Area to rate their satisfaction level with the Contractor's performance.

iv. The NEACC Technical Monitor shall provide a satisfaction rating based on the Contractor's performance against the evaluation criteria. The evaluation criteria shall beused to assess Contractor'sachievement toward satisfying the NEACC Technical Monitor's expectations for that Strategic Focus Area during the 6-month evaluation period.

v. Each Strategic Focus Area shall receive an overall satisfaction rating. The satisfaction rating for each Strategic Focus Area shall be an average of the satisfaction rating assigned to each associated evaluation criteria.

vi. Each individual Strategic Focus Area will be held to the ESL and MSL for SLS 1.1 in Section J-4B, *Service Level Matrix.*

c) The Service Level Standards (2.0 through 3.0) metrics shall be tracked and measured as specified by the Service Level 'measurement window' in Attachment J-4C, Service Level Surveillance Plan.

i. The Contractor shall measure Service Level Standards (2.0 through 3.0) as identified in Attachment **J-4C**, *Service Level Surveillance Plan*.

ii. The Contractor shall track and report monthly the metrics for Service Level Standards (2.0 through 3.0) in accordance with DRD 1293MA-006, *EAST Documentation/Reports Matrix -Service Level Metrics Report.*

5. Service Level Failures

a) An ESL or MSL Failure shall be deemed to occur whenever the Contractor's level of performance for a particular ESL or MSLis not met as specified in Attachment**J-4B**, *Service Level Matrix*.

b) RESERVED

c) NASA has assigned ESL and MSL Price Deduction Percentages to each Service Level.

d) Price Deduction Percentages for Service Level Standard 1.1 NEACC Customer Satisfaction shall be applied individually to each SFA when the total satisfaction rating score achieved over the 6-month measurement window does not meet the specified ESL or MSL. Satisfaction rating scores shall be rounded to the nearest 10th. (Ex. A rating of 5.46 rounds up to 5.5.)

i. The Contractor shall provide NASA a Price Deduction that will be computed in accordance with the following formula:

Price Deduction = ((A x B)/C)*D

Where:

A = Semi-annual CLIN Value

B = ESL Price Deduction % or the MSL Price Deduction %

C = Number of SFAs

D= Number of Failed SFAs

For example, if there are five (5) SFAs and the Contractor fails to meet an ESL 1.1 on two (2) of the five (5) SFAs and assume: (i) the semi-annual CLIN value to be $, (ii) the ESL price deduction % to be 1%. The price deduction due to NASA for such ESL failure would be computed as follows:

Price Deduction =(($x 0.01)/5)*2 = $

e) Price Deduction Percentages for each Service Level Standard 2.0 through 3.0 shall be applied when the rating does not meet the specified ESL or MSL on a monthly basis.

i. For each Service Level Standard 2.0 through 3.0 ESL or MSL that the Contractor fails to meet, the Contractor shall provide NASA a Price Deduction that will be computed in accordance with the following formula:

Price Deduction = A x B

Where:

A= Monthly CLIN Value (as Applicable per J-4B)

B= ESL Price Deduction % or the MSL Price Deduction %

For example, in a one-month period where the Contractor fails to meet an ESL 2.1 assume: (i) the monthly CLIN value to be $ (ii) the ESL price deduction% to be 2%. The price deduction due to NASA for such ESL failure would be computed as follows:

Price Deduction = $x 0.02 = $

f) Except as otherwise provided in this Attachment **J-4A**, *Service Level Method* or elsewhere in the Agreement, if more than one ESL or MSL Failure has occurred in a period, the sum of the corresponding Price Deduction shall be credited to NASA, except that in no event shall the aggregate amount of Price Deductions credited to NASA with respect to ESL and MSL Failures occurring exceed, in total, the Maximum Price Deduction defined in Section 1d of this Attachment.

g) The Contractor shall promptly notify NASA in writing if the Contractor fails to achieve an ESL or MSL. The total amount of Price Deductions that Contractor will be obligated to credit to NASA, with respect to ESL or MSL Failures occurring during a month, shall be reported to NASA as defined in DRD 1293MA-006, *EAST Documentation/Reports Matrix –Monthly Price Report*.

h) MSL Failures shall result in a Price Deduction based on the MSL Price Deduction Percentage. The Price Deduction shall be credited to NASA in a subsequent

invoice for the year in which the failure occurred, not to exceed three months following the end of the contract year.

i) Failure to meet the ESL standard while satisfying the MSL standard shallresult in a Price Deduction based on the ESL Price Deduction Percentage. The Price Deduction shall be credited to NASA in a subsequent invoice for the year in which the failure occurred, not to exceed three months following the end of the contract year.

j) RESERVED

6. Cooperation

The achievement of the Service Levels by the Contractor may require the coordinated, collaborative effort of the Contractor with third party vendors and providers. The Contractor will cooperate and provide to such parties a contact to help ensure the prompt resolution of all Service Level Failures.

7. Measuring Tools

The Contractor shall implement the measuring tools and methodologies specified in each Service Level or another reasonably acceptable tool or methodology approved in writing by the COR for measuring such Service Level at least thirty (30) calendar days prior to the effective date of the contract. For Service Levels established after the Effective Date of the Contract, the Contractor shall implement mutually agreed upon measuring tools and methodologies within thirty (30) calendar days prior to the applicable Service Level measurement period. If the Contractor fails to implement such measuring tool or methodology, such failure shall be deemed a MSL Failure for each applicable Service Level, and the Contractor shall credit to NASA any Price Deductions applicable to such MSL for each month until the Contractor implements such measuring tool or methodology. The Contractor shall adhere to requirements defined in Attachment **J-1**, Appendix **A**, *Cross-Functional Performance Work Statement, Section 7* with regard to ensuring seamless integration between the Contractor data collection systems and NASA's Enterprise Service Desk systems.

8. Resolution Process for Technical Disagreements

Disagreements may arise between the Contractor and the GOVERNMENT over the Contractor's performance with respect to specific Service Levels. To reduce the occurrence of such disagreements, the Contractor shall adhere to the definitions provided in Attachment **J-4C**, *Service Level Surveillance Plan.*

If the Contractor and GOVERNMENT disagree about the Contractor's performance with respect to one or more Service Levels, it is mutually agreed and understood that the following resolution process shall be followed prior to filing a claim pursuant to FAR 52.233-1 (July 2002) ALT I (December 1991) *Disputes* in Section **I** of this RFP.

Step One

A designated Contractor representative shall meet with the defined NEACC Line of Business Technical Monitor. Each party shall explain their viewpoint and attempt to reach a mutual understanding. If the Contractor and the NEACC Technical Monitor cannot reach an agreement, the disagreement is escalated to the next level.

Step Two

The Contractor's Technical Director shall meet with the EAST Contracting Officer Technical Representative (COR). The Technical Director and the COR will attempt to facilitate an agreement between the Contractor representative and the NEACC Technical Monitor. If an agreement is still not attainable, the disagreement is escalated to the next level.

Step Three

The Contractor's highest level on-site representative for the EAST Contract shall meet with the NEACC Director. Both parties will seek to reach an agreement. If an agreement cannot be reached, the Contracting Officer (CO) will engage appropriate MSFC management and will come to a determination of appropriate settlement of the disagreement.

9. Service Level Metric Exclusions/Special Circumstances

In the event the Government closes the center as the result of a weather related or other special circumstance, the accounting of Service Requests (SR's) that are submitted/opened before or during the center closure for the performance period shall be categorized into three groups:

1. SRs submitted/opened prior to the event that failed their Service Level Metric as a result of the center closure. Return to service time shall be calculated by excluding all hours of Center closure and unavailability of required systems. Any hours expended toward resolution prior to closure shall not count toward return to service time.

2. SRs submitted/opened during the center closure period that failed their Service Level Metric as a result of the center closure. Return to service time shall be calculated by excluding all hours of Center closure and unavailability of required systems.

3. SRs where their Service Level Metric was not affected by the center closure. Return to service times shall be calculated using normal methodology.

All relevant statistics shall be noted in the Service Level Metrics Report (DRD 1293MA-006).

		Service Level Description	Expected Service Level (ESL)	ESL Price Deduction %	Minimum Service Level (MSL)	MSL Price Deduction %
1	**NEACC Factory - Satisfaction Rating (CLINS 1, 2, 6, and 11)**					
	1.1	NEACC Satisfaction Rating				
2	**Applications Maintenance (CLINS 1, 6, and 11)**					
	2.1	Production Application Availability				
	2.2	RESERVED				
	2.3	Application Security Compliance				
	2.4	RESERVED				
	2.5	RESERVED				
	2.6	Incident Resolution Time				
	2.6.1	Severity 1 - Resolved w/n 4 Hours				
	2.6.2	Severity 1 - Resolved w/n 8 Hours				
	2.6.3	Severity 2 - Resolved w/n 8 Primary Business Hours				
	2.6.4	Severity 2 - Resolved w/n 16 Primary Business Hours				
	2.6.5	Severity 3 - Resolved w/n 24 Primary Business Hours				
	2.6.6	Severity 3 - Resolved w/n 48 Primary Business Hours				
	2.6.7	Severity 4 - Resolved w/n 8 Business Days				
	2.7	Master Data - On-Time Completion Rates				
	2.7.1	MD Emergency - Resolved w/n 1 Business Day				
	2.7.2	MD Changes - Resolved w/n 2 Business Days (excluding MD Emergency & MD - Exceptions)				
	2.7.3	MD - Exceptions Resolved w/n 8 Business days.				
	2.8	RESERVED				
	2.9	Applications Maintenance On-Schedule Delivery				
	2.10	Contractor Caused Incidents RESERVED				
3	**Applications Enhancement (CLINS 2, 6, and 11)**					
	3.1	Applications Enhancement On-Schedule Delivery				
	3.2	RESERVED				
	3.3	Timely tracking of Application Point Burn Down				
	3.4	Successful demonstration of accomplished Application Points				

J-4C SERVICE LEVEL SURVEILLANCE PLAN

The Contractor's performance for Enterprise Applications Service Technologies (EAST), as explained in Attachment **J-1**, *Performance Work Statement (PWS),* and Section **B**, shall be evaluated using this Surveillance Plan. The Service Levels to be evaluated are outlined below. The method for determining price deductions for failure to meet Service Levels is described in Attachment **J-4A**, *Service Level Method.* The specific Service Level targets for each Service Level are defined in Attachment **J-4B**, *Service Level Matrix***.**

1. NEACC FACTORY – SATISFACTION RATING

1. NEACC Factory – Satisfaction Rating	
1.1 Customer Satisfaction Rating	
Critical Service Level	
Service Level Description	The GOVERNMENT Technical Monitors' satisfaction level with the Contractor's performance on Strategic Focus Areas (SFA) identified by the Contracting Officer's Representative (COR) for the ensuing 6-month evaluation period.
Definitions	SFAs are to be defined by the COR 30 days prior to the ensuing 6-month evaluation period. There may be up to 5 SFAs in an evaluation period. A SFA is a scope of work as defined by the Government with evaluation criteria set to achieve customer satisfaction. The Government and the Contractor will jointly identify the evaluation criteria for each SFA to be used prior to the start of the evaluation period. Each SFA will receive a satisfaction rating based on the average scores of evaluation criteria rating.
Hours of Operation	N/A
Service Level Target	See Attachment **J-4B**, *Service Level Matrix*
Calculation of SLS Rating	Evaluation criteria defined within each SFA shall be used to evaluate the Contractor's achievement toward satisfying the NEACC Technical Monitor's expectations for that SFA during the 6-month evaluation period. Each individual SFA shall receive a satisfaction rating from 1 – 6. For an example of the calculation of the SLS rating(s) please reference Attachment J-4A.
Measurement	Contractor performance is formally evaluated in a 6-month cycle, with intermediate feedback provided at the mid-point of the cycle. The contractor's performance is monitored by the NEACC Technical Monitors, assigned to oversee the assigned SFA tasks by the COR. Input by the Stakeholders/Customers will be taken into consideration by the Technical Monitors. The COR shall have sole discretion on the final evaluation rating. Evaluation feedback on performance will be provided by the NEACC Technical Monitors informally to the COR after 3 months with formal evaluation provided at the end of the 6-month period. The COR will administer a NEACC Technical Monitor Survey to evaluate the Contractor's performance for each SFA. An example Evaluation Survey is included at the end of this document as Appendix **C**. NEACC Technical Monitors shall provide a completed Evaluation Survey to the COR.

1. NEACC Factory – Satisfaction Rating	
1.1 Customer Satisfaction Rating	
Critical Service Level	
	A satisfaction rating of 1-6 will be assigned to each SFA for the evaluation period. SATISFACTION RATING DESCRIPTION NUMERICAL SCORE Completely Satisfied – 6 Performance is exceptional and of high quality. Performance exceeds standard by a substantial margin, with few elements for improvement, all of which are minor. Very Satisfied - 5 Performance is consistently of high quality with only negligible issues. Performance exceeds standard by a substantial margin, with few elements for improvement, all of which are minor. Satisfied - 4 Performance is generally above average with only minor issues. Performance exceeds standard; and although there may be several elements for improvement, these are more than offset by better performance in other elements. Somewhat Satisfied - 3 Average performance level from a competent Contractor with few issues noted. Performance is considered standard; and elements for improvement are approximately offset by better performance in other elements. Somewhat Dissatisfied - 2 Generally average performance but several performance issues noted. Performance is less than standard; and although there are elements of standard or better performance, these are more than offset by lower performance in other elements. Very Dissatisfied -1 Numerous performance issues noted. Performance is less than standard by a substantial margin; and there are many elements for improvement which are not offset by better performance in other areas.
Requirements and Dependencies	COR will provide the Contractor the identified SFAs 30-days prior to the start of the evaluation period. Evaluation criteria for each SFA must be mutually agreed upon prior to the start of the evaluation period.
Exceptions and Exclusions	None.

2. APPLICATIONS MAINTENANCE

2. Applications Maintenance	
2.1 Production Application Availability	
Critical Service Level	
Service Level Description	The percentage of time that production applications are Available during their Scheduled Uptime, as defined in Appendix **B,** *Availability Schedule*.
Definitions	Production Applications consist of all NEACC production applications across all Lines of Business.

2. Applications Maintenance	
2.1 Production Application Availability	
Critical Service Level	
Hours of Operation	24 X 7
Service Level Target	See Attachment **J-4B,** *Service Level Matrix*
Calculation	Availability = (Actual Uptime / Scheduled Uptime) x 100% in each calendar month For example, if a Production Application was expected to be available for normal business use 24 hours per day, 7 days per week, except during a mutually agreed Maintenance Window, (using a 4-hour hypothetical Maintenance Window) the Scheduled Uptime for this system would be 9,840 minutes per week ((60 [minutes] * 24 [hours] * 7 [days]) – (60 [minutes] * 4 [hours])). If the Actual Uptime for this Production Application during a month (in this example, 28 days) was 39,160 minutes, Availability for that month would be 99.59 ((39,160 minutes / 39,360 minutes) * 100) or 99.59%.
Measurement	The Contractor will employ a suitable monitoring tool to measure and report actual availability. Monthly performance reports will calculate actual service level measurements as described above. The service level target represents an average that shall be achieved over the monthly measurement window.
Requirements and Dependencies	None.
Exceptions and Exclusions	Downtime excludes any period that the environment is not Available due to: • scheduled outages (Refer to Appendix **B.** *Availability Schedule*) • unscheduled Downtime or outages directed by NEACC Management, • errors in, or the restoration of, functionality or data related to underlying system or network functions managed by another Contractor, except those conditions where the Contractor is responsible for the system error.

2. Applications Maintenance
2.2 RESERVED

2. Applications Maintenance	
2.3 Application Security Compliance	
Critical Service Level	
Service Level Description	The percentage of NEACC applications and systems that are compliant with GOVERNMENT Security Requirements.
Definitions	Definitions of Severity and Resolution are located in Appendix **A** of this document. Definitions of GOVERNMENT Security Requirements are documented in the Attachment **J-1**, Appendix **A**, *Cross Functional Performance Work Statement.*
Hours of Operation	N/A
Service Level Target	See Attachment **J-4B,** *Service Level Matrix*
Calculation	This Service Level is computed by dividing (i) the total number of NEACC applications (as specified in Attachment J-21, Resource Baseline) less (ii) the number of NEACC applications that have any Security Finding(s)

2. Applications Maintenance	
2.3 Application Security Compliance	
Critical Service Level	
	remaining open beyond the scheduled resolution date by (iii) the number of NEACC applications that must meet GOVERNMENT Security Requirements, and expressing the result as a percentage. Application Security Compliance = (# of NEACC applications) - (# of NEACC applications with one or more Security Findings open beyond the scheduled resolution date / # of NEACC applications) x 100%. For example, if 100 NEACC applications must meet GOVERNMENT Security Requirements, and 10 of the applications have one or more Security Findings open beyond the scheduled resolution date, the Application Security Compliance Rate is 90%.
Measurement	The measurement will be based on an audit of NEACC applications' compliance with all requirements as outlined in Attachment **J-1**, Appendix **A**, *Cross Functional Performance Work Statement, Section 6, Common IT Security Requirements.* "Security Compliance Rate" means the percentage of applications and systems that meet all GOVERNMENT Security Requirements. The service level target represents an average that shall be achieved over the monthly measurement window.
Requirements and Dependencies	None.
Exceptions and Exclusions	If a finding cannot be resolved because a solution is pending from a COTS vendor, the finding will not be included in the calculation. Excludes GOVERNMENT approved 'hold' conditions and other conditions as defined in **DRD 1293MA-009**, *NEACC Process Guidelines.*

2. Applications Maintenance
2.4 RESERVED

2. Applications Maintenance
2.5 RESERVED

2. Applications Maintenance	
2.6 Incident Resolution Time	
2.6.1 Quality Measure 1: Severity 1 Resolution w/n 4 Hours	
Critical Service Level	
Service Level Description	The percentage of Severity 1 Incidents Contractor resolved within the target resolution time during the Measurement Window.
Definitions	Definitions of Severity and Resolution are located in Appendix **A** of this document.
Hours of Operation	24x7
Service Level Target	See Attachment **J-4B,** *Service Level Matrix*
Calculation	This Service Level is computed by dividing (i) the number of Severity 1 Incidents resolved within the target response time, by (ii) the total number of Severity 1 Incidents resolved during the applicable Measurement Window, and expressing the result as a percentage. On-time Resolution = ((# of on-time resolutions to Incidents) / (total # of Incidents)) x 100%

2. Applications Maintenance	
2.6 Incident Resolution Time	
2.6.1 Quality Measure 1: Severity 1 Resolution w/n 4 Hours	
Critical Service Level	
	For example, if Contractor logs 50 incidents in this category during a Measurement Window, and resolved 49 of those incidents within the target resolution time, then the results for that Measurement Window would be 98%.
Measurement	The "Resolution Time" is measured as the elapsed time between the time the applicable Incident was received by the EAST Tier 2 Help Desk to the time the Incident is closed to the full satisfaction of the Customer. The service level target represents an average that shall be achieved over the monthly measurement window.
Requirements and Dependencies	None.
Exceptions and Exclusions	Excludes wait time for DB re-loads, tape retrieval, or GOVERNMENT approved 'hold' conditions and other conditions as defined in **DRD 1293MA-009**, *NEACC Process Guidelines*. Excludes SRs that are actually corrected/fixed within the set standards even if the completion time was not recorded in a timely manner. Excludes service requests that have been incorrectly classified as Discrepancy Break/Fix. Excludes J-22 Support Systems.

2. Applications Maintenance	
2.6 Incident Resolution Time	
2.6.2 Quality Measure 2: Severity 1 Resolution w/n 8 Hours	
Critical Service Level	
Service Level Description	The percentage of Severity 1 Incidents Contractor resolved within the target resolution time during the Measurement Window.
Definitions	Definitions of Severity and Resolution are located in Appendix **A** of this document.
Hours of Operation	24x7
Service Level Target	See Attachment **J-4B**, *Service Level Matrix*
Calculation	This Service Level is computed by dividing (i) the number of Severity 1 Incidents resolved within the target response time, by (ii) the total number of Severity 1 Incidents resolved during the applicable Measurement Window, and expressing the result as a percentage. On-time Resolution = ((# of on-time resolutions to Incidents) / (total # of Incidents)) x 100% For example, if Contractor logs 50 incidents in this category during a Measurement Window, and resolved 49 of those incidents within the target resolution time, then the results for that Measurement Window would be 98%.
Measurement	The "Resolution Time" is measured as the elapsed time between the time the applicable Incident was received by the EAST Tier 2 Help Desk to the time the Incident is closed to the full satisfaction of the Customer. The service level target represents an average that shall be achieved over the monthly measurement window.
Requirements and Dependencies	None.

2. Applications Maintenance	
2.6 Incident Resolution Time	
2.6.2 Quality Measure 2: Severity 1 Resolution w/n 8 Hours	
Critical Service Level	
Exceptions and Exclusions	Excludes wait time for DB re-loads, tape retrieval, or GOVERNMENT approved 'hold' conditions and other conditions as defined in **DRD 1293MA-009**, *NEACC Process Guidelines.* Excludes SRs that are actually corrected/fixed within the set standards even if the completion time was not recorded in a timely manner. Excludes service requests that have been incorrectly classified as Discrepancy Break/Fix. Excludes J-22 Support Systems.

2. Applications Maintenance	
2.6 Incident Resolution Time	
2.6.3 Quality Measure 3: Severity 2 Resolution w/n 8 Primary Business Hours	
Critical Service Level	
Service Level Description	The percentage of Severity 2 Incidents Contractor resolved within the target resolution time during the Measurement Window.
Definitions	Definitions of Severity and Resolution are located in Appendix **A** of this document.
Hours of Operation	24x7
Service Level Target	See Attachment **J-4B**, *Service Level Matrix*
Calculation	This Service Level is computed by dividing (i) the number of Severity 2 Incidents resolved within the target response time, by (ii) the total number of Severity 2 Incidents resolved during the applicable Measurement Window, and expressing the result as a percentage. On-time Resolution = ((# of on-time resolutions to Incidents) / (total # of Incidents)) x 100% For example, if Contractor logs 50 incidents in this category during a Measurement Window, and resolved 49 of those incidents within the target resolution time, then the results for that Measurement Window would be 98%.
Measurement	The "Resolution Time" is measured as the elapsed time between the time the applicable Incident was received by the EAST Tier 2 Help Desk to the time the Incident is closed to the full satisfaction of the Customer. The service level target represents an average that shall be achieved over the monthly measurement window.
Requirements and Dependencies	None.
Exceptions and Exclusions	Excludes wait time for DB re-loads, tape retrieval, or GOVERNMENT approved 'hold' conditions and other conditions as defined in **DRD 1293MA-009**, *NEACC Process Guidelines*. Excludes SRs that are actually corrected/fixed within the set standards even if the completion time was not recorded in a timely manner. Excludes service requests that have been incorrectly classified as Discrepancy Break/Fix.

2. Applications Maintenance	
2.6 Incident Resolution Time	
2.6.3 Quality Measure 3: Severity 2 Resolution w/n 8 Primary Business Hours	
Critical Service Level	
	Excludes J-22 Support Systems.

2. Applications Maintenance	
2.6 Incident Resolution Time	
2.6.4 Quality Measure 4: Severity 2 Resolution w/n 16 Primary Business Hours	
Critical Service Level	
Service Level Description	The percentage of Severity 2 Incidents Contractor resolved within the target resolution time during the Measurement Window.
Definitions	Definitions of Severity and Resolution are located in Appendix **A** of this document.
Hours of Operation	24x7
Service Level Target	See Attachment **J-4B,** *Service Level Matrix*
Calculation	This Service Level is computed by dividing (i) the number of Severity 2 Incidents resolved within the target response time, by (ii) the total number of Severity 2 Incidents resolved during the applicable Measurement Window, and expressing the result as a percentage. On-time Resolution = ((# of on-time resolutions to Incidents) / (total # of Incidents)) x 100% For example, if Contractor logs 50 incidents in this category during a Measurement Window, and resolved 49 of those incidents within the target resolution time, then the results for that Measurement Window would be 98%.
Measurement	The "Resolution Time" is measured as the elapsed time between the time the applicable Incident was received by the EAST Tier 2 Help Desk to the time the Incident is closed to the full satisfaction of the Customer. The service level target represents an average that shall be achieved over the monthly measurement window.
Requirements and Dependencies	None.
Exceptions and Exclusions	Excludes wait time for DB re-loads, tape retrieval, or GOVERNMENT approved 'hold' conditions and other conditions as defined in **DRD 1293MA-009**, *NEACC Process Guidelines*. Excludes SRs that are actually corrected/fixed within the set standards even if the completion time was not recorded in a timely manner. Excludes service requests that have been incorrectly classified as Discrepancy Break/Fix. Excludes J-22 Support Systems.

2. Applications Maintenance	
2.6 Incident Resolution Time	
2.6.5 Quality Measure 5: Severity 3 Resolution w/n 24 Primary Business Hours	
Critical Service Level	
Service Level Description	The percentage of Severity 3 Incidents Contractor resolved within the target resolution time during the Measurement Window.
Definitions	Definitions of Severity and Resolution are located in Appendix **A** of this document.

2. Applications Maintenance	
2.6 Incident Resolution Time	
2.6.5 Quality Measure 5: Severity 3 Resolution w/n 24 Primary Business Hours	
Critical Service Level	
Hours of Operation	24x7
Service Level Target	See Attachment **J-4B**, *Service Level Matrix*
Calculation	This Service Level is computed by dividing (i) the number of Severity 3 Incidents resolved within the target response time, by (ii) the total number of Severity 3 Incidents resolved during the applicable Measurement Window, and expressing the result as a percentage. On-time Resolution = ((# of on-time resolutions to Incidents) / (total # of Incidents)) x 100% For example, if Contractor logs 50 incidents in this category during a Measurement Window, and resolved 49 of those incidents within the target resolution time, then the results for that Measurement Window would be 98%.
Measurement	The "Resolution Time" is measured as the elapsed time between the time the applicable Incident was received by the EAST Tier 2 Help Desk to the time the Incident is closed to the full satisfaction of the Customer. The service level target represents an average that shall be achieved over the monthly measurement window.
Requirements and Dependencies	None.
Exceptions and Exclusions	Excludes GOVERNMENT approved 'hold' conditions and other conditions as defined in **DRD 1293MA-009**, *NEACC Process Guidelines*. Excludes SRs that are actually corrected/fixed within the set standards even if the completion time was not recorded in a timely manner. Excludes service requests that have been incorrectly classified as Discrepancy Break/Fix. Excludes J-22 Support Systems.

2. Applications Maintenance	
2.6 Incident Resolution Time	
2.6.6 Quality Measure 6: Severity 3 Resolution w/n 48 Primary Business Hours	
Critical Service Level	
Service Level Description	The percentage of Severity 3 Incidents Contractor resolved within the target resolution time during the Measurement Window.
Definitions	Definitions of Severity and Resolution are located in Appendix **A** of this document.
Hours of Operation	24x7
Service Level Target	See Attachment **J-4B,** *Service Level Matrix*
Calculation	This Service Level is computed by dividing (i) the number of Severity 3 Incidents resolved within the target response time, by (ii) the total number of Severity 3 Incidents resolved during the applicable Measurement Window, and expressing the result as a percentage. On-time Resolution = ((# of on-time resolutions to Incidents) / (total # of Incidents)) x 100%

2. Applications Maintenance	
2.6 Incident Resolution Time	
2.6.6 Quality Measure 6: Severity 3 Resolution w/n 48 Primary Business Hours	
Critical Service Level	
	For example, if Contractor logs 50 incidents in this category during a Measurement Window, and resolved 49 of those incidents within the target resolution time, then the results for that Measurement Window would be 98%.
Measurement	The "Resolution Time" is measured as the elapsed time between the time the applicable Incident was received by the EAST Tier 2 Help Desk to the time the Incident is closed to the full satisfaction of the Customer. The service level target represents an average that shall be achieved over the monthly measurement window.
Requirements and Dependencies	None.
Exceptions and Exclusions	Excludes GOVERNMENT approved 'hold' conditions and other conditions as defined in **DRD 1293MA-009**, *NEACC Process Guidelines*. Excludes SRs that are actually corrected/fixed within the set standards even if the completion time was not recorded in a timely manner. Excludes service requests that have been incorrectly classified as Discrepancy Break/Fix. Excludes J-22 Support Systems .

2. Applications Maintenance	
2.6 Incident Resolution Time	
2.6.7 Quality Measure 7: Severity 4 Resolution w/n 8 Business Days	
Critical Service Level	
Service Level Description	The percentage of Severity 4 Incidents Contractor resolved within the target resolution time during the Measurement Window.
Definitions	Definitions of Severity and Resolution are located in Appendix **A** of this document.
Hours of Operation	24x7
Service Level Target	See Attachment **J-4B**, *Service Level Matrix*
Calculation	This Service Level is computed by dividing (i) the number of Severity 4 Incidents resolved within the target response time, by (ii) the total number of Severity 4 Incidents resolved during the applicable Measurement Window, and expressing the result as a percentage. On-time Resolution = ((# of on-time resolutions to Incidents) / (total # of Incidents)) x 100% For example, if Contractor logs 50 incidents in this category during a Measurement Window, and resolved 49 of those incidents within the target resolution time, then the results for that Measurement Window would be 98%.
Measurement	The "Resolution Time" is measured as the elapsed time between the time the applicable Incident was received by the EAST Tier 2 Help Desk to the time the Incident is closed to the full satisfaction of the Customer. The service level target represents an average that shall be achieved over the monthly measurement window.
Requirements and Dependencies	None.
Exceptions and Exclusions	Excludes GOVERNMENT approved 'hold' conditions and other conditions as defined in **DRD 1293MA-009**, *NEACC Process Guidelines*.

2. Applications Maintenance	
2.6 Incident Resolution Time	
2.6.7 Quality Measure 7: Severity 4 Resolution w/n 8 Business Days	
Critical Service Level	
	Excludes SRs that are actually corrected/fixed within the set even if the completion time was not recorded in a timely manner. Excludes service requests that have been incorrectly classified as Discrepancy Break/Fix. Excludes J-22 Support Systems.

2. Applications Maintenance	
2.7 Master Data On-Time Completion Rate	
2.7.1 Quality Measure 9: Master Data Emergency – Completed w/n 1 Business Day	
Critical Service Level	
Service Level Description	The percentage of Emergency Master Data requests the Contractor responds to within the target response time during the Measurement Window.
Definitions	Definitions of Severity and Resolution are located in Appendix **A** of this document.
Hours of Operation	24x7
Service Level Target	See Attachment **J-4B**, *Service Level Matrix*
Calculation	This Service Level is computed by dividing (i) the number of Emergency Master Data requests completed within the target resolution time, by (ii) the total number of Emergency Master Data requests resolved during the applicable Measurement Window, and expressing the result as a percentage. On-time Resolution = ((# of on-time resolution of Emergency Master Data requests) / (total # of Emergency Master Data requests)) x 100% For example, if Contractor logs 50 requests in this category during a Measurement Window and resolves 49 of those requests within the target Completion time, then the results for that Measurement Window would be 98%.
Measurement	The "Completion Time" is measured as the elapsed time between the time the Master Data request was received by the EAST Tier 2 Help Desk to the time the requests is closed to the full satisfaction of the Customer. The service level target represents an average that shall be achieved over the monthly measurement window.
Requirements and Dependencies	None.
Exceptions and Exclusions	Excludes GOVERNMENT approved 'hold' conditions and other conditions as defined in **DRD 1293MA-009**, *NEACC Process Guidelines*. Excludes SRs that are actually corrected/fixed within the set standards even if the completion time was not recorded in a timely manner. Excludes service requests that have been incorrectly classified as Master Data. Excludes J-22 Support Systems .

2. Applications Maintenance	
2.7 Master Data On-Time Completion Rate	
2.7.2 Quality Measure 10: Master Data Requests - Completed w/n 2 Business Days	
Critical Service Level	
Service Level Description	The percentage of Master Data requests the Contractor responds to within

2. Applications Maintenance	
2.7 Master Data On-Time Completion Rate	
2.7.2 Quality Measure 10: Master Data Requests - Completed w/n 2 Business Days	
Critical Service Level	
	the target response time during the Measurement Window.
Definitions	Definitions of Severity and Resolution are located in Appendix **A** of this document.
Hours of Operation	24x7
Service Level Target	See Attachment **J-4B,** *Service Level Matrix*
Calculation	This Service Level is computed by dividing (i) the number of Master Data requests completed within the target resolution time, by (ii) the total number of Master Data requests resolved during the applicable Measurement Window, and expressing the result as a percentage. On-time Resolution = ((# of on-time resolution of Master Data requests) / (total # of Master Data requests)) x 100% For example, if Contractor logs 50 requests in this category during a Measurement Window and resolves 49 of those requests within the target Completion time, then the results for that Measurement Window would be 98%.
Measurement	The "Completion Time" is measured as the elapsed time between the time the Master Data request was received by the EAST Tier 2 Help Desk to the time the requests is closed to the full satisfaction of the Customer. The service level target represents an average that shall be achieved over the monthly measurement window.
Requirements and Dependencies	None.
Exceptions and Exclusions	Excludes GOVERNMENT approved 'hold' conditions and other conditions as defined in **DRD 1293MA-009**, *NEACC Process Guidelines*. Excludes the SLS 2.7.3 Master Data Requests - Exceptions service types. Excludes SRs that are actually corrected/fixed within the set standards even if the completion time was not recorded in a timely manner. Excludes service requests that have been incorrectly classified as Master Data. Excludes J-22 Support Systems.

2. Applications Maintenance	
2.7 Master Data On-Time Completion Rate	
2.7.3 Quality Measure 11: Master Data Requests – Exceptions - Completed within 8 business days.	
Critical Service Level	
Service Level Description	The percentage of Master Data requests the Contractor responds to within the target response time during the Measurement Window.
Definitions	Definitions of Severity and Resolution are located in Appendix **A** of this document. Master Data Requests – Exceptions include (but not limited to) these service types: Approval Chain Modification, Asset Class Change, Job Title Modification, Reason Code, Region Code, Regulatory, Published DOI Master Data, Lenel Data Restoration, Multiple Users/UUPICS, Building/Location Change, or Release Strategy/Pgroup.
Hours of Operation	24x7
Service Level Target	See Attachment **J-4B,** *Service Level Matrix*

2. Applications Maintenance	
2.7 Master Data On-Time Completion Rate	
2.7.3 Quality Measure 11: Master Data Requests – Exceptions - Completed within 8 business days.	
Critical Service Level	
Calculation	This Service Level is computed by dividing (i) the number of Master Data requests completed within the target resolution time, by (ii) the total number of Master Data requests resolved during the applicable Measurement Window, and expressing the result as a percentage. On-time Resolution = ((# of on-time resolution of Master Data requests) / (total # of Master Data requests)) x 100% For example, if Contractor logs 50 requests in this category during a Measurement Window and resolves 49 of those requests within the target Completion time, then the results for that Measurement Window would be 98%.
Measurement	The "Completion Time" is measured as the elapsed time between the time the Master Data request was received by the EAST Tier 2 Help Desk to the time the requests is closed to the full satisfaction of the Customer. The service level target represents an average that shall be achieved over the monthly measurement window.
Requirements and Dependencies	None.
Exceptions and Exclusions	Changes associated with reorganization Service Requests may be excluded from the calculation with prior GOVERNMENT approval. Excludes GOVERNMENT approved 'hold' conditions and other conditions as defined in **DRD 1293MA-009**, *NEACC Process Guidelines.* Excludes SRs that are actually corrected/fixed within the set even if the completion time was not recorded in a timely manner. Excludes service requests that have been incorrectly classified as Master Data. Excludes J-22 Support Systems.

2.8 RESERVED

2. Applications Maintenance	
2.9 Applications Maintenance On-Schedule Delivery	
Critical Service Level	
Service Level Description	The percentage of completed Applications Maintenance requests delivered by the agreed-upon Delivery Date
Definitions	On-Schedule Delivery means that a request is completed and delivered for inclusion in a release on or before the Target Delivery Date for that request. This measure is used for 3.1 change request discrepancy type service requests and discrepancy break/fix service requests that the GOVERNMENT excludes from other stated service level targets.
Hours of Operation	24x7
Service Level Target	See Attachment **J-4B**, *Service Level Matrix*
Calculation	This Service Level is computed by dividing (i) the total number of such requests that are completed on or before the Target Delivery Date by (ii) the number of completed Applications Maintenance requests.

2. Applications Maintenance	
2.9 Applications Maintenance On-Schedule Delivery	
Critical Service Level	
	On-Schedule Delivery = ((# of Applications Maintenance requests delivered on or before the Target Delivery Date) / (# of completed Applications Maintenance requests)) x 100% For example, if Contractor completes 10 Applications Maintenance requests during a Measurement Window, and 1 of those requests is delivered after the agreed-to Delivery Date, then the results for that Measurement Window would be 90%.
Measurement	"Delivery Date" means the date that Contractor has agreed to Deliver the request to NASA in completed form. The service level target represents an average that shall be achieved over the monthly measurement window.
Requirements and Dependencies	As part of GOVERNMENT retained authority the GOVERNMENT will approve or disapprove service requests that have been completed by the Contractor. The GOVERNMENT'S disapproval of a service request that the Contractor believes to be completed does not relieve the Contractor from their responsibility to deliver the service request by the Target Delivery Date.
Exceptions and Exclusions	Excludes Job Requests, Master Data or Operational Support Tasks (based on J-1 definition). Excludes J-22 Support Systems.

2. Applications Maintenance
2.10 RESERVED

3. APPLICATIONS ENHANCEMENT

3. Production Support: All Computing Operations	
3.1 Applications Enhancement On-Schedule Delivery	
Critical Service Level	
Service Level Description	The percentage of completed Applications Enhancement requests delivered by the agreed-upon Delivery Date.
Definitions	On-Schedule Delivery means that a request is completed and delivered for inclusion in a release on or before the Target Delivery Date for that request.
Hours of Operation	24x7
Service Level Target	See Attachment **J-4B,** *Service Level Matrix*
Calculation	This Service Level is computed by dividing (i) the total number of such requests that are completed on or before the Target Delivery Date by (ii) the number of completed Applications Enhancement requests. On-Schedule Delivery = ((# of Applications Enhancement requests delivered on or before the Target Delivery Date) / (# of completed Applications Enhancement requests)) x 100% For example, if Contractor completes 10 Applications Enhancement requests during a Measurement Window, and 1 of those requests is delivered after the agreed-to Delivery Date, then the results for that Measurement Window would be 90%.

3. Production Support: All Computing Operations	
3.1 Applications Enhancement On-Schedule Delivery	
Critical Service Level	
Measurement	"Delivery Date" means the date that Contractor has agreed to Deliver the request to NASA in completed form. The service level target represents an average that shall be achieved over the monthly measurement window.
Requirements and Dependencies	As part of GOVERNMENT retained authority the GOVERNMENT will approve or disapprove service requests that have been completed by the Contractor. The GOVERNMENT'S disapproval of a service request that the Contractor believes to be completed does not relieve the Contractor from their responsibility to deliver the service request by the Target Delivery Date.
Exceptions and Exclusions	Excludes J-22 Support Systems.

3. Production Support: All Computing Operations
3.2 RESERVED

3. Production Support: All Computing Operations	
3.3 Timely Tracking of Application Point Burn Down	
Critical Service Level	
Service Level Description	The percentage of Applications Enhancement service requests that accurately reflect the current Application Point burn down, based on the Contractor's method for burn down tracking.
Definitions	Application Point burn down reflects the level of completion of the overall request. Timely tracking means that Application Points are reflected as burned down within one business day after the work has been completed.
Hours of Operation	24x7
Service Level Target	See Attachment **J-4B,** *Service Level Matrix*
Calculation	The percentage of Applications Enhancement service requests that accurately reflect the current Application Point burn down, based on the Contractor's method for burn down tracking in accordance with DRD No. 1293MA-007 - *Application Point Capacity Management Plan*.
Measurement	The Contractor shall provide a capability to measure the number of Applications Enhancement service requests that accurately track current burn down rates. The service level target represents an average that shall be achieved over the monthly measurement window.
Requirements and Dependencies	None.
Exceptions and Exclusions	Excludes J-22 Support Systems.

3. Production Support: All Computing Operations	
3.4 Successful Demonstration of Accomplished Application Points	
Critical Service Level	
Service Level Description	The percentage of accomplished Application Points that can be credibly demonstrated to the GOVERNMENT as being complete.
Definitions	Credible demonstration of accomplished Application Points entails demonstrating working or documented functionality or deliverables to the GOVERNMENT.
Hours of Operation	24x7
Service Level Target	See Attachment **J-4B,** *Service Level Matrix*
Calculation	The percentage of Applications Enhancement service requests in a statistical sample that credibly demonstrate the completion of burned down Application Points, according to the Contractor's method for burn down

3. Production Support: All Computing Operations	
3.4 Successful Demonstration of Accomplished Application Points	
Critical Service Level	
	tracking in accordance with DRD No. 1293MA-007 - *Application Point Capacity Management Plan.*
Measurement	The GOVERNMENT will conduct a monthly statistical sample across Applications Enhancement requests to ensure that burned down Application Points can be credibly demonstrated. The service level target represents an average that shall be achieved over the monthly measurement window.
Requirements and Dependencies	None.
Exceptions and Exclusions	Excludes J-22 Support Systems.

Appendix A
Severity Level Definitions

Severity 1 problems are immediate and total loss of application accessibility. Examples include:

Severity 2 problems are significant loss of critical business functions.

Severity 3 problems are partial loss of critical business functions.

Severity 4 problems are partial loss of critical business functions for individual users.

Severity Level Examples from Financial Line of Business

Severity 1:

- All users unable to access Core Financial SAP R/3

Severity 2:

- **Period End** closing problems.
  (Period End refers to month end, quarter end and year-end.)
- **Daily disbursements**
  - Treasury Interface
  - Accounts Payable

Severity 3:

- Multiple users unable to execute functions within
  - Financial Reporting /Standard General Ledger (SGL)
  - Full Cost
  - Accounts Receivable
  - Purchase Order (PO) to Payment Confirmation
  - Purchasing
  - Bank Card
  - Business Warehouse (BW)
- Multiple users unable to print
- Multiple users experience errors in accessing tools or submitting products from tools
- Total loss of non-critical business functions
- Total loss of multiple users productivity

Appendix A
Severity Level Definitions

Severity 4:

- Individuals unable to execute functions within*:*
  - Financial Reporting /SGL
  - Full Cost
  - Accounts Receivable
  - PO to Payment Confirmation
  - Purchasing
  - Bank Card
  - Business Warehouse (BW)
- Individual users experience errors in accessing SAP tools or submitting products from tools
- Total loss of an individual's productivity

Appendix B
Availability Schedule

NEACC managed applications are available to customers 24/7 excluding planned outages, maintenance events (see tables below), and unavoidable events.

Planned Maintenance Windows for NEACC Managed Applications	
Day	**Time**
Monday – Sunday	12AM – 4AM (CST)
Wednesday	4AM – 6AM (CST)
Thursday	7PM – 12AM (CST)
Saturday	4AM – 12PM (CST)
Sunday	4AM – 2PM (CST)

Planned NASA Data Center Operations Maintenance Windows	
Window Recurrence	**Window Time**
Weekly	Thursday 7PM – 12AM (CST)
Monthly (3rd Weekend of the Month)	Friday 7PM – Sunday 4PM (CST)
Annual Facility Maintenance (scheduled event)	One Weekend/Year

Example Monitor Survey

Example NEACC Evaluation Survey

Strategic Focus Areas #(1 – 5) for Evaluation Period MM/YYYY – MM/YYYY

Strategic Focus Area	Evaluation Criteria	1- Very Dissatisfied	2- Somewhat Dissatisfied	3- Somewhat Satisfied	4- Satisfied	5- Very Satisfied	6- Completely Satisfied
1. Focus Area 1	a) criteria b) criteria c) criteria						
2. Focus Area 2	a) criteria b) criteria c) criteria						
3. Focus Area 3	a) criteria b) criteria c) criteria						
4. Focus Area 4	a) criteria b) criteria c) criteria						
5. Focus Area 5	a) criteria b) criteria c) criteria						

Satisfaction Ratings:

Completely Satisfied – 6
Performance is exceptional and of high quality. Performance exceeds standard by a substantial margin, with few elements for improvement, all of which are minor.

Very Satisfied - 5
Performance is consistently of high quality with only negligible issues. Performance exceeds standard by a substantial margin, with few elements for improvement, all of which are minor.

Satisfied - 4
Performance is generally above average with only minor issues. Performance exceeds standard; and although there may be several elements for improvement, these are more than offset by better performance in other elements.

Somewhat Satisfied - 3
Average performance level from a competent Contractor with few issues noted. Performance is considered standard; and elements for improvement are approximately offset by better performance in other elements.

Somewhat Dissatisfied - 2
Generally average performance but several performance issues noted. Performance is less than standard; and although there are elements of standard or better performance, these are more than offset by lower performance in other elements.

Very Dissatisfied -1
Numerous performance issues noted. Performance is less than standard by a substantial margin; and there are many elements for improvement which are not offset by better performance in other areas.

1.0 EAST ID/IQ Labor Rates

The pricing schedule attached herein in Attachment **J-5** (Tab labeled "EAST ID/IQ Labor Rate Schedule") shall be used to price all Indefinite Delivery / Indefinite Quantity (ID/IQ) Task Orders in support of this contract. The Contractor shall not exceed the hourly labor rates specified in this attachment for pricing all task orders contemplated or issued in accordance with Clause **H.24**, *Task Ordering Procedure*, and **H.25**, *Supplemental Task Ordering Procedures for EAST*.

The fully burdened rates contained herein shall be inclusive of all indirect rates and profit including any indirect profit applied to subcontractor rates by the prime contractor.

The attached Excel spreadsheet, in Attachment **J-5**, tabbed as "EAST ID/IQ Labor Rate Schedule" shall be duplicated by the Contractor as necessary for both prime contractor and each teammate/subcontractor for both on-site (i.e. at the Government-provided NEACC facility) and off-site (i.e. at a Contractor-provided facility) rates, if applicable, and delineated herein. The header section shall differentiate between both prime and teammates/subcontractors and by onsite or offsite rates, if applicable

2.0 EAST PWS 3.0 Band Option Price Schedule

This pricing schedule attached herein in Attachment **J- 5** (Tab labeled "EAST PWS 3.0 Band Opt Price Sch") consists of the pre-established Option Prices for Options A through F. The prices proposed in the Additive Band Price shall be the firm price for the total remaining months in which the option was exercised for the current period. *Example: If the GOVERNMENT elected to exercise Option A in month 6 of Contract Year 1, the fixed price in this cell shall be inclusive of all effort through the remaining 19 months of the current period of performance.*

3.0 EAST PWS 3.0 Base Price Schedule

This pricing schedule attached herein in Attachment **J-5** (Tab labeled "EAST PWS 3.0 Base Price Sch") consist of pre-established prices by month for all PWS 3.0 base effort for the base period and both contract options broken out by respective contract year.

EAST Software Maintenance Price Schedule

This pricing schedule attached herein Attachment **J-5** (Tab labeled "EAST Software Maintenance") consist of pre-established prices by contract year for all software support agreements proposed by the Contractor.

Although the Contractor does not anticipate a change in the price proposed for these products, the Government will allow future Requests for Equitable Adjustment should the commercial price of these products increase in an amount greater than six percent (6%) of the amount priced in Attachment **J-5**, *Pricing Schedules*, tab labeled EAST Software Maintenance.

All pricing schedules priced in Attachment **J-5**, *Pricing Schedules* shall be attached and included in this attachment as part of the signed model contract.

ATTACHMENT – J-6
Application Point Requirements

1.1 Application Point Concept

Service requests, which comprise both PWS 3.1 Applications Maintenance and PWS 3.2 Applications Enhancement work, represent the core unit of work delivered by the NEACC. In a fixed price model, where the precise volume of work produced by the NEACC must be readily measurable, completed service requests must be converted into consistently quantifiable units of work. Because service requests can vary greatly in terms of scope and complexity, any given software release could contain multiple combinations of service request types and sizes. To normalize service requests so that any request can be efficiently converted into consistently quantifiable units of work, the GOVERNMENT has established a framework based on the utilization of Application Points. The Application Point concept is described in detail below.

1.2 Application Point Complexity Factors

Application Points offer a method for representing the complexity of a service request and for measuring the realized value of the work performed to complete the request. In this method, service requests are assigned a set number of Application Points based on their complexity. The description of each Complexity Factor is provided in Appendix **A** of this document. When assessing a service request's complexity the Contractor shall consult the definitions in Appendix **A**. These definitions shall be included in the Appendix of DRD 1293MA-007 - *Application Point Capacity Management Plan* and updated upon GOVERNMENT Management and EAST Contractor Program Management review and approval. Any request that meets the majority of the criteria listed under a specific category shall be assigned the number of Application Points associated with that Complexity Factor. The last two criteria for each Complexity Definition are generally used to assess purely technical service requests where the other criteria are not likely to apply.

A new Low Complexity service request is always assigned a full 4 Points, regardless of whether it may appear to be more or less complex than other Low Complexity service requests. The same approach holds true for Very Low, Medium, High, and Very High Complexity service requests. The assignment of an equal number of relative Application Points to all requests within the same Complexity Factor category, regardless of their comparable complexities within the category, is manageable and results in a natural leveling effect over time.

It is a common practice for service requests to be combined where efficiencies can be gained by working the requests as part of a consolidated release/build. When service requests are combined a re-evaluation of the overall Application Points allocated to the package shall occur.

ATTACHMENT – J-6

Application Point Requirements

Complexity Factor	Short Description	Application Points
Very Low	Service request is quickly understood, requires no or minor changes, touches isolated components, no or limited testing is required.	1
Low	Service request is readily understood, requires changes to limited sets of components, does not impact or results in minor impacts to other objects, functional testing but limited integration testing required.	4
Medium	Service request requires investigation, touches multiple components, impacts other objects, requires multiple skills sets, and integration testing.	15
High	Service request requires major investigation, major planning across multiple skill sets, large numbers of impacted components, lengthy integration testing required.	40
Very High	Applications Enhancement service request that entails implementation of new business processes, has broad impacts across integrated areas, requires extensive testing, large Business Readiness impacts.	70

Complexity Factor	Short Description	Application Points
Master Data / Job Request	Request to add or modify master data or to complete a job request.	0.5

Figure 1: Application Point-to-Complexity Factor Conversion Method

1.3 Application Point Burn Down

As service requests are worked, resulting in delivered functionality (realized value) and reduced remaining complexity, Application Points are burned down. Burn down rates must be tracked for PWS 3.1 Applications Maintenance (excluding Master Data / Job Requests) and PWS 3.2 Applications Enhancement service requests, so that the overall stage of completion for each service request can be accurately gauged at any time. Tracking burn down rates also provides insight into available capacity across the EAST Delivery Functions.

For the PWS 3.1 Applications Maintenance area, the primary reason for tracking Application Point burn down is to understand available capacity.

For the PWS 3.2 Applications Enhancement area, tracking Application Point burn down facilitates capacity planning. Accurate burn down data allows NEACC Demand Managers, working

collaboratively with the Contractor, to assign new work requests as capacity becomes available. The burn down rate also reflects the rate at which Application Points are considered complete.

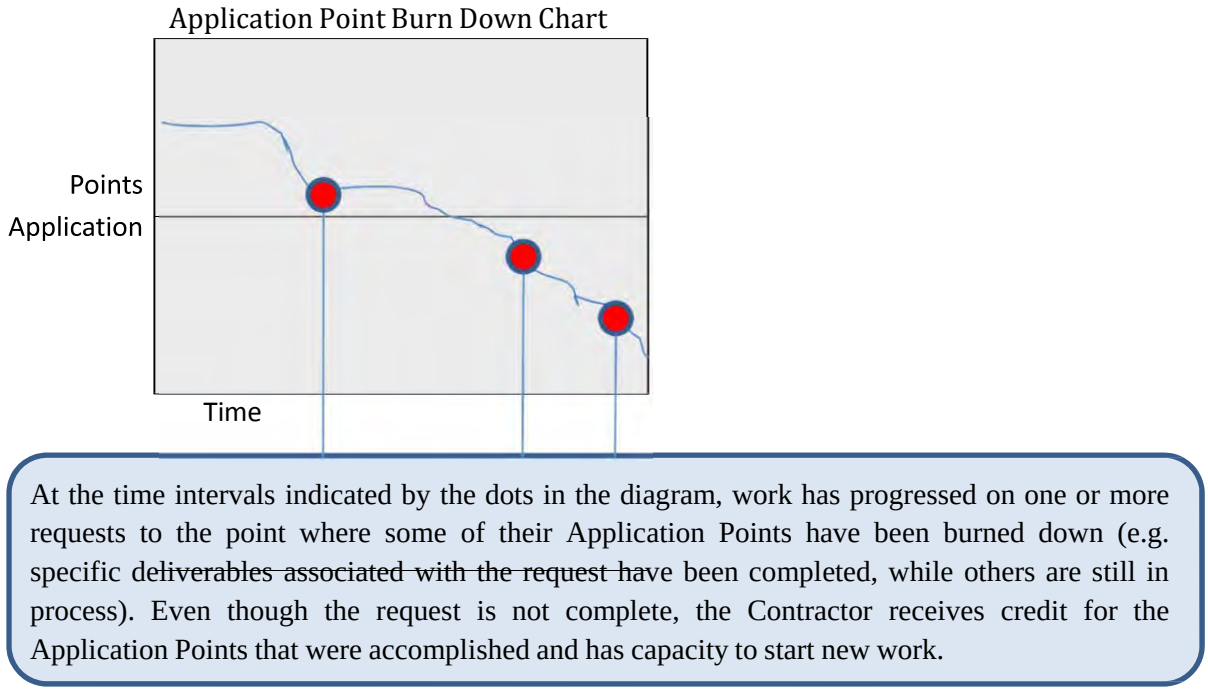


Figure 2: Application Point Burn Down Concept

The Contractor shall describe their method for tracking Application Point burn down in DRD 1293MA-007 - *Application Point Capacity Management Plan.* The Contractor's burn down method should address the following guidelines.

1.3.1 Application Point Burn Down Guidelines

The goal of work performed within the NEACC is to provide business value to end-users by deploying successfully completed service requests. While management of NEACC capacity and the EAST contract requires the tracking of Application Point burn down, the focus of work should not be solely on burning down points, but rather on delivering business value in the form of completed and fully deployed functionality.

1. **Burn Down Should Be Tied to Milestones**

   The burn down of points should coincide with milestones that occur along the path to delivering the completed service request. Since the delivery of business value—through working application functionality—is of higher value than the accomplishment of tasks, it is preferred that the milestones used to track burn down be tied to delivered, working, tested application components rather than to phases in a Software Development Lifecycle. For example, a milestone that tracks a functional or product owner's satisfaction with a successfully completed user story is better than a milestone that tracks software design completion.

2. Point Adjustments May Be Necessary

a. Replenishing Points to an In-Process Request

Situations will arise in which a service request may need to have additional Application Points added to it after it is already in process. This situation can occur, for example, if the request is partially completed, but a functional review results in new, or refined, requirements or specifications that require re-work or work that was not accounted for in the original complexity assessment. This situation can also occur if, during work on the request, it becomes evident that the request is of a higher complexity than originally assessed.

b. Lowering of Points to an In-Process Request

Situations will arise in which a service request may need to have a reduction of Application Points after it is already in process. This situation can occur, for example:

- If the request is partially completed, but a functional review results in deleted requirements or specifications that reduces the original complexity assessment
- If during work on the request, it becomes evident that the request is of a much lower complexity than originally assessed
- If the request is bundled with other requests that impact the same set of objects, resulting in economies of scale that reduce the overall complexity of each individual service request

3. Applying Lessons Learned to Application Point Assessments

Periodic review of Application Point assessments should be conducted to ensure that the assessment model utilized reflects the capacity and velocity of the NEACC. As lessons learned are applied and learning curves are improved, adjustments to the assessment model or Complexity Definitions may be required.

4. Points Reserved for Completion

Regardless of how many Application Points have been burned down in association with a service request, the full value of a service request is not realized until the request is complete (and successfully deployed). To avoid a situation where all Application Points have been burned down—and therefore earned—but where the service request remains incomplete, there must be a mechanism for reserving a percentage of the service request's overall Application Points so that they can only be burned down upon successful completion of the service request.

5. Impact of BPS Retained Authorities on Application Point Assignment

As described in Attachment **J-17,** *NEACC Process Guidelines and the associated DRD 1293MA-009 NEACC Operations Guide*, the BPS team retains specific authorities related to working service requests. When the Contractor performs its assessment on a PWS 3.1 Applications Maintenance or PWS 3.2 Applications Enhancement service request and evaluates the Complexity Factor Definitions to determine the request's

complexity category, the Contractor shall exclude from consideration any work that will be performed by BPS as part of their retained authority.

For example, a Contractor may evaluate a service request and determine that input is required from multiple resources, that many tests will be required, and that significant documentation changes are likely. These criteria would lead the Contractor to assess the service request as a Medium complexity factor request. However, if it is clear that a good deal of this work will have to be performed by BPS as part of a retained authority, the Contractor shall assess the request's complexity solely based on the work that the Contractor team will perform. In this example, the service request would be assessed as a Low complexity, since the Contractor's portion of the work fits better into the Low definitions.

1.4 Application Point Requirements

During operations, the Contractor shall apply the Complexity Factor–to–Application Point conversion method to assign Application Points to each incident and service request associated with PWS 3.1 (Applications Maintenance) and PWS 3.2 (Applications Enhancement).

1.4.1 PWS 3.1 – Applications Maintenance and PWS 3.2 – Applications Enhancement Annual Band

The Contractor is responsible for completing approved Applications Maintenance work under PWS 3.1 and Applications Enhancement work under PWS 3.2 (not defined as Government-retained in DRD 1293MA-009 NEACC Operations Guide Section 5.0). As work is assessed and performed, the Contractor shall assign Application Points to all service requests and shall track burn down rates. During performance of this contract the number and types of Applications Maintenance and Application Enhancement service requests will vary. As long as the Contractor's Application Point completion rate for PWS 3.1 and PWS 3.2 falls within the lower and upper limits defined below during a contract year and a planned increase in capacity has not been requested, all efforts within these limits shall not give rise to an equitable upward or downward adjustment to the contract price or other contract terms and conditions.

Contract Year	Upper Band	Midpoint	Lower Band
Year 3			
Year 4			
Year 5			

For service requests that are still in process at the end of the measurement period, the Contractor must provide objective evidence of the conversion of Application Points to working functionality (realized value) in a credible manner and must be capable of demonstrating the completed functionality to the GOVERNMENT. The Contractor shall provide objective evidence at the end

of each monthly measurement period to support the number of Application Points completed, in accordance with DRD 1293MA-007 - *Application Point Capacity Management Plan*.

1.4.2 Application Point Tracking Against Annual Band

The Application Points will be managed monthly. If the points fall outside a +/- 5% tolerance limit, then a critical flag will be raised to evaluate the variance. A formal reconciliation checkpoint will take place at the midpoint of each contract year to ensure the NEACC is producing as forecasted toward the annual Application Point Band noted above. Adjustments and governance will be applied to manage output as defined in DRD 1293-MA-007 - *Application Point Capacity Management Plan*.

1.4.3 PWS 3.2 Additional Resource Charges and Reduced Resource Credits (ARCs and RRCs)

The Contractor shall monitor capacity and identify the need to ARC based on requirements provided by NEACC Demand Management. The Contractor shall provide the COR with notification no less than three (3) months prior to the need for initiating an annual ARC, so that the GOVERNMENT has adequate time to ensure sufficient funding is available and to validate the business need for the ARC. (The GOVERNMENT may request a Planned ARC at anytime should funding be available and the Contractor is able to accommodate the increased capacity.) When an ARC is initiated, the ARC pricing will be based on a pre-priced Application Point Unit Price.

ARCs are calculated as follows and can be initiated in two ways:

1) Planned increased capacity request by the Government as described in PWS 3.0.13, which would be calculated monthly as follows:
ARC = Actual Application Points Requested x Application Point Unit Price for a planned Planned Increase ARC; or

2) Annually, would be calculated on the last monthly invoice submitted for the 12 month period as follows:
ARC = (Actual Application Points Completed – Maximum Application Points Required – Previously Executed Planned Increase ARCs) x Application Point Unit Price

The Contractor shall monitor capacity with the objective of earning sufficient application points as to keep the accepted application points between the lower and upper limits of the approved band. In the event that the Contractor anticipates that the completed and accepted application point volume may fall below the lower band for the annual period, the Contractor, in consultation with the NEACC Demand Manager, shall choose approved service requests off of the existing backlog and work those items. If there are no remaining approved service requests in the backlog, the Contractor shall immediately notify the NEACC Demand Manager to allow the Government sufficient time to approve and prioritize additional work to resupply the backlog.

If additional work is not made available in the backlog, the Contractor may provide the COR with a request for waiver to the Reduced Resource Credit requirements in accordance with Clause B.6.

If additional work is not made available in the backlog, the Contractor may provide the COR with a request for waiver to the Reduced Resource Credit requirements in accordance with Clause B.6.

- RRCs are calculated as follows:
  - Subtract the quantity of completed Application Points completed plus any waivers from the annual Lower Band Limit to determine the shortfall
  - Multiply the resulting number by the Application Point Unit Price

The Contractor shall also provide the GOVERNMENT with a RRC in the event that Application Points were earned and invoiced, and subsequent events or assessments indicate that the Application Points were earned in error. Such a RRC situation, though considered unlikely, could arise in the following example scenario:

A service request is assessed as a High Complexity request. Work is accomplished on the service request over a period of weeks and 30 points are burned down and invoiced. The team members assigned to the service request then realize that there are fewer components to change and test than originally anticipated and that overall impacts are less significant than first assessed. If the service request complexity factor is lowered during the month the Contractor shall provide an adjusting entry on the annual report.

1.5 Work That Does Not Earn Application Points

1.5.1 Operational or Other Support Tasks

The Contractor shall perform operational and other support tasks required to complete service requests for PWS 3.1 Applications Maintenance and PWS 3.2 Applications Enhancement and to ensure continued operations of all NEACC applications and uninterrupted support of NEACC customers within EAST Contractor control. The Contractor shall not earn Application Points for support tasks that are not directly related to the completion of a service request. For example, cutover planning for release activities is an operational support task that does not earn Application Points and does not require tracking in terms of Application Points. Another example of a support activity is the bi-weekly operational support teleconference that requires Contractor participation and input. The Contractor is still expected to track the work effort associated with operational and other support tasks in terms of overall available capacity across the NEACC’s Delivery Functions and Lines of Business.

In some cases, the work effort associated with operational and other support tasks can be factored into the overall complexity factor assessment for individual service requests. For example, extensive regression testing planning and execution shall generally be considered a support task. However, the work effort associated with regression testing should be factored into the assessment for individual service requests that are assigned to the upcoming major release. The extent of testing required could potentially move a service request from a Very Low to a Low factor, or from a Low to a Medium factor.

1.5.2 Subordinate Work Tasks

The Contractor may choose to log subordinate tasks in the EAST Service Management System or other work order system to facilitate work assignment, task tracking, and capacity planning. Subordinate tasks logged by the Contractor shall not earn Application Points.

1.6 Resolution Process for Disagreements Concerning Application Point Assignments

Disagreements may arise between the Contractor and the GOVERNMENT over the Contractor's assessment of a Service Requests complexity factor and the subsequent assignment of Application Points. To reduce the occurrence of such disagreements, the Contractor shall adhere to the Complexity Definitions provided in Appendix **A**, *Complexity Definition,* and further documented in the Appendix of DRD 1293MA-007 - *Application Point Capacity Management Plan*.

If the Contractor and GOVERNMENT disagree about the appropriate complexity level assignment for a Service Request, it is mutually agreed and understood that the following resolution process shall be followed prior to filing a claim pursuant to FAR 52.233-1 (July 2002) ALT I (December 1991) *Disputes* in Section **I** of this RFP.

Step One

A designated Contractor representative shall meet with the defined NEACC Line of Business Technical Monitor. Each party shall explain their viewpoint and attempt to reach a mutual understanding. If the Contractor and the NEACC Technical Monitor cannot reach an agreement, the disagreement is escalated to the next level.

Step Two

The Contractor's Technical Director shall meet with the EAST Contracting Officer Representative (COR). The Technical Director and the COR will attempt to facilitate an agreement between the Contractor representative and the NEACC Technical Monitor. If an agreement is still not attainable, the disagreement is escalated to the next level.

Step Three

The Contractor's highest level on-site representative for the EAST Contract shall meet with the NEACC Director. Both parties will seek to reach an agreement. If an agreement cannot be reached, the Contracting Officer (CO) will engage appropriate MSFC management and will come to a determination of appropriate settlement of the disagreement.

1.7 Application Point Operating Model

Figure **3** depicts the operating model for processing Applications Maintenance and Applications Enhancement service requests as part of typical NEACC operations. NEACC Demand Managers—as described in Attachment **J-1**, *PWS Section 1.4*—control the flow of Applications Maintenance and Applications Enhancement service requests into the Contractor's work queue as defined in DRD 1293MA-009 - *NEACC Operations Guide*. Demand is controlled based on a number of factors, including: the priority and complexity of service requests in the backlog, the constraints of release packaging, the Contractor's available capacity based on the number of Application Points in process, and the availability of specific Contractor Delivery Functions to accomplish the queued up work.

Throughout the process, the Contractor shall perform the necessary capacity forecasting and scheduling activities to ensure that enough service requests flow into their work queue to result in the completion of sufficient Application Points towards the annual band. Items that require input from sources beyond the Contractor's control shall be placed in an inactive status. The Contractor shall provide a process for credibly demonstrating all Application Points that have been completed in accordance with DRD 1293MA-007 - *Application Point Capacity Management Plan*.

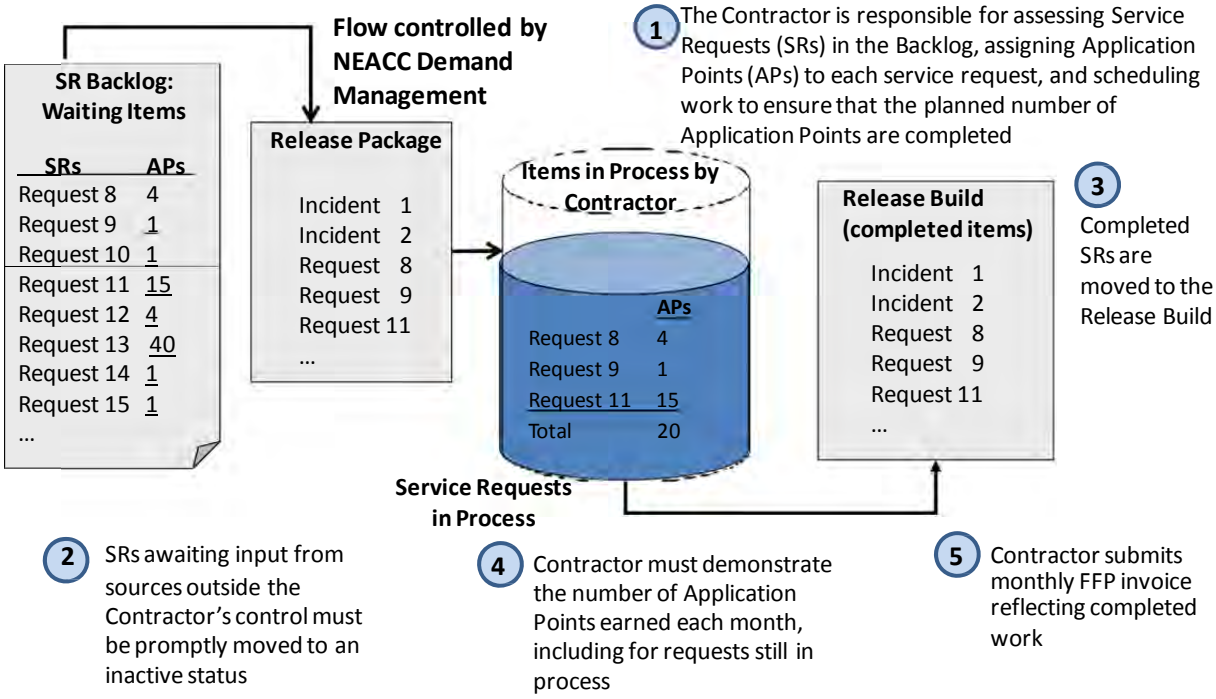


Figure 3: PWS 3.2 Application Point Operating Model

Appendix A: Complexity Definitions

Master Data / Job Request (0.5 Application Points):

- Request for additions or modifications to master data or for the initiation and completion of a job request

Very Low (1 Application Point):

- Nature of the discrepancy or request is straight-forward and quickly understood by resource(s) from the following Delivery Functions, depending on the nature of the request: Application Functional Support, Application Development, Application Technical Operations & Maintenance, Information Assurance and Factory Management Involves no or minor changes to an existing test script
- Requires either no change to a configurable item, or a minor change to application code or other configurable item, or minor investigation and/or break/fix work that can be executed with relative ease by one or more of the resources from the Delivery Functions listed above
- Application changes or corrections are isolated to individual components and have no or minor impacts to other integrated areas of the application or other applications
- Changes or fixes require unit testing and minor functional testing, but do not require complex integration testing
- Change impacts only one community and involves no business process re-engineering activity. If code migration is required, the transport build list is of very low complexity
- The technical component of the change request or discrepancy is straight-forward and easily understood by resources from the following ATOM functions, depending on the nature of the request: DBA, BASIS, AOM and engineering
- Technical changes or corrections are isolated to individual system components and do not impact other integrated areas of the landscape

Low (4 Application Points):

- Nature of the discrepancy or request is readily understood by resource(s) from the following Delivery Functions, depending on the nature of the request: Application Functional Support, Application Development, Application Technical Operations & Maintenance, Information Assurance, and Factory Management
- Involves development of straight-forward test script(s) and/or minor changes to multiple existing test scripts
- Requires a minor change to application code or other configurable item(s), or minor investigation and/or break/fix work that can be executed with relative ease, but typically involves input from resources representing more than one of the Delivery Functions listed above
- Application changes or corrections are isolated to a limited set of related components and have no or only minor impacts to other integrated areas of the application or other applications
- Changes or fixes require unit testing and , functional testing, and possibly minor integration testing across other impacted components

- Change impacts a single community, requires no business process re-engineering activity, minor changes to existing end-user procedures, job aids, or training material, and may require notification to Office of Human Capital but no union notification
- If code migration is required, the transport build list is of low complexity
- The technical component of the change request or discrepancy is readily understood by resources from the following ATOM functions, depending on the nature of the request: DBA, BASIS, AOM and engineering
- Technical changes or corrections are isolated to a limited set of related system components and have no or only minor impacts to other integrated areas of the landscape

Medium (15 Application Points):

- Nature of the discrepancy or request requires investigation/coordination by resource(s) from the following Delivery Functions, depending on the nature of the request: Application Functional Support, Application Development, Application Technical Operations & Maintenance, Information Assurance and Factory Management
- Involves limited changes to existing requirements or the development of straight-forward, well-understood requirements and possible new or modified test scripts
- Requires a change to application code or other configurable item(s), or investigation and/or break/fix work that entails significant effort by resource(s) from more than one of the Delivery Functions listed above
- Application changes affect large or multiple components and may have minor impacts on other integrated areas of the application or other applications.
- Changes or fixes require unit and functional testing, as well as more complete integration testing
- Change involves one or more communities, involves some business process re-engineering activity, changes to existing or the development of straight-forward end-user procedures, job aids, or training material and may require union notification
- If code migration is required, the transport build list is of medium complexity
- The technical component of the change request or discrepancy requires investigation/coordination by resource(s) from the following ATOM functions, depending on the nature of the request: DBA, BASIS, AOM and engineering
- Technical changes affect large or multiple system components and may have minor impacts on other integrated areas of the landscape

High (40 Application Points):

- Nature of the discrepancy or request requires a major investigation/coordination effort by multiple skilled resource(s) from the following Delivery Functions, depending on the nature of the enhancement: Application Functional Support, Application Development, Application Technical Operations & Maintenance, Information Assurance, and Factory Management
- Involves extensive changes to existing requirements and/or the development of new requirements and possible new or modified test scripts

Appendix A
Complexity Definitions

- Requires a change to application code or other configurable item(s), or investigation and/or break/fix work that entails a large effort by a set of resources from the Delivery Functions listed above
- Application changes or fixes affect large or multiple components and may have broad impacts on other integrated areas of the application or other applications
- Changes and fixes require unit and functional testing, complete integration testing, and possibly regression testing
- Change impacts multiple communities, involves significant business process re-engineering, extensive updates to or development of end-user procedures, job aids, or training material and may require union notification
- If code migration is required, the transport build list is of high complexity
- The technical component of the change request or discrepancy requires a major investigation/coordination effort by multiple skilled resource(s) from the following ATOM functions, depending on the nature of the request: DBA, BASIS, AOM and engineering
- Technical changes or fixes affect large or multiple system components and may have broad impacts on other integrated areas of the landscape the request: DBA, BASIS, AOM and engineering

Appendix A
Complexity Definitions

Very High (70 Application Points):

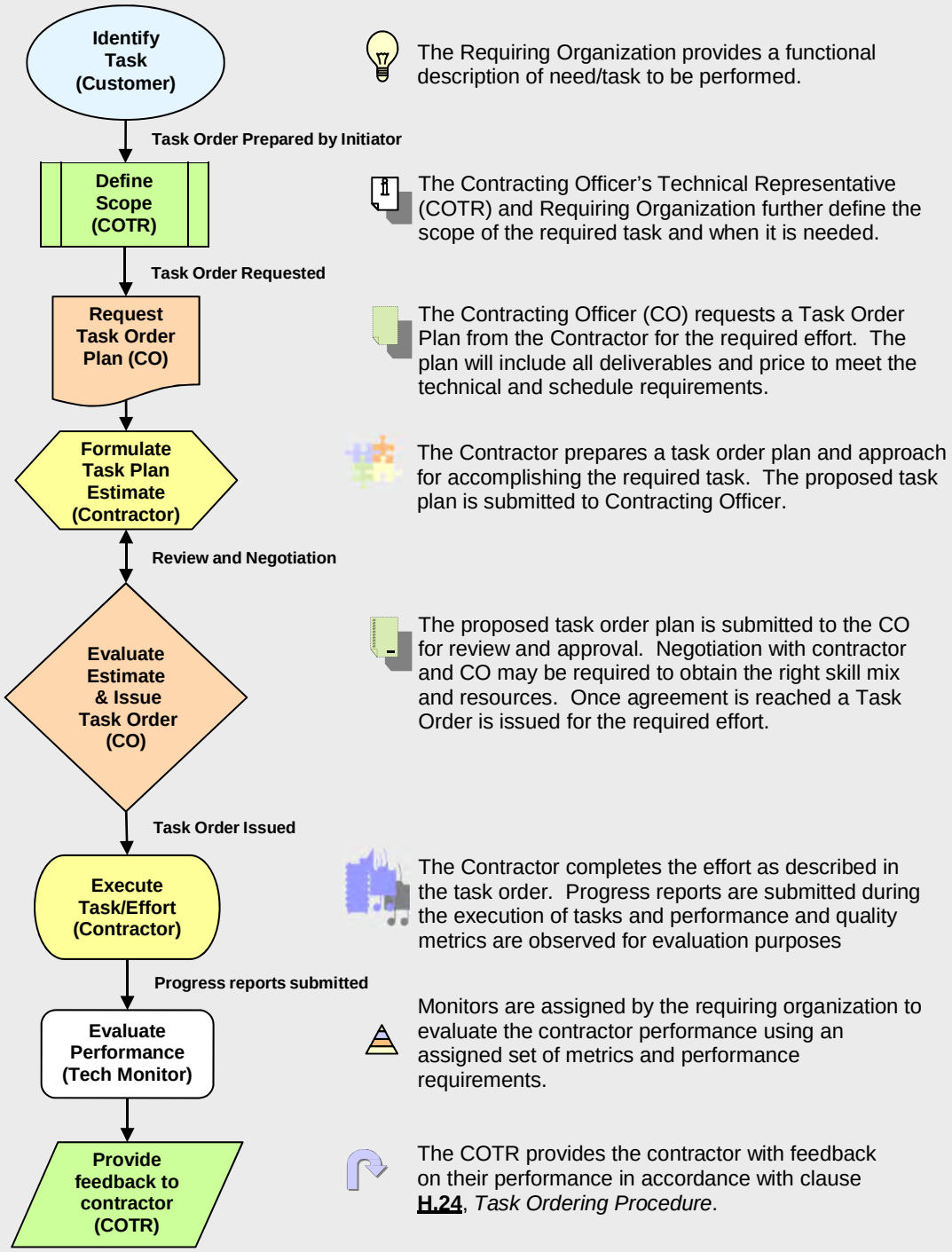
- Nature of the enhancement entails implementation of new business processes and/or major enhancements to existing processes and functions, requiring extensive investigation and design and the coordination by multiple skilled resource(s) from the following Delivery Functions, depending on the nature of the enhancement: Application Functional Support, Application Development, Application Technical Operations & Maintenance, Information Assurance, and Factory Management
- Involves the development and documentation of new requirements and tracking in the Requirements Management system and the development of new test scripts with corresponding updates to the Test Management system
- Requires augmentation of or changes to application code or other configurable item(s) that entails a major effort by a set of resources from the Delivery Functions listed above Application changes affect large or multiple components and have broad impacts on other integrated areas of the application or other applications
- Changes require unit and functional testing, complete integration testing, and regression testing
- Change impacts multiple communities, involves significant business process re-engineering or engineering of a new business process, extensive updates to or development of end-user procedures, job aids, or training material, may require union notification, and requires coordination through Agency leadership forums to achieve adequate levels of awareness/acceptance
- Code migration involves the coordination of high complexity build lists and or multiple component releases
- The enhancement entails implementation of new technology and/or major enhancements to existing technologies, requiring extensive investigation and design and the coordination by multiple skilled resource(s) from the following ATOM functions, depending on the nature of the request: DBA, BASIS, AOM and engineering
- Technical changes affect large or multiple system components and have broad impacts on other integrated areas of the landscape

Introduction

ATTACHMENT J-8

ID/IQ TASK ORDER PROCESS FLOW CHART APPLICABLE FOR PWS 4.0

ID/IQ Task Order Process



ATTACHMENT J-9

INSTALLATION-PROVIDED PROPERTY AND SERVICES

In addition to the items specified in Clause **G.6** the GOVERNMENT will provide property, equipment, and services as available and necessary for performance pursuant to the contract Sections. The following property, equipment, and services will be available for onsite effort on a no-charge for use basis. This list may or may not be applicable for use in support of this contract. Additionally, this list may not be all inclusive and may change depending on the GOVERNMENT's assessment of need.

a. Transportation
Day shift taxi service for office personnel provides transportation around MSFC. Taxi service is not available to and from the NEACC Facility.

b. Reproduction - Printing
Reproduction services for black and white large engineering prints. Quick copying machines will also be provided.

c. Security
Base security services.

d. Medical
1. Ambulance service.
2. Physical examinations for certifications as required by NASA/MSFC regulations.

e. Refuse Collection
Refuse collection.

f. Food Service
In addition to normal-hour cafeteria privileges on the MSFC campus, vending machines are available.

g. Mail Service
On-post mail service will be limited to a single onsite location.

h. Safety Equipment
Special safety equipment will be provided; however, personal safety items, i.e., gloves, goggles, hats, coveralls, shoes, etc., will not be Government-furnished.

i. Vehicle Maintenance
Maintenance and gasoline for Government-owned vehicles.

j. Janitorial Services
Janitorial services and supplies for the Government-provided facilities.

k. Materials and Spare Parts
From GOVERNMENT Stores Stock (MSFC Supply - Federal Groups 13 through 99) standard materials will be made available to Contractors.

l. ACES Desktop Services
Workstations, networks, servers and supporting infrastructure

m. Exercise
On post Wellness Center for individuals or corporate fees.

ATTACHMENT J-10
Applicable Regulations and Procedures

In addition to the regulations and procedures identified elsewhere in this Request for Proposal, the following regulations and procedures, and the latest revision thereto are applicable to the Contractor in performing this contract. This listing is not intended to relieve the Contractor of its responsibility for identification of applicable regulations and procedures and compliance therewith, when performing work for NASA under this contract.

CODE OF FEDERAL REGULATIONS

14 CFR 1221.1	NASA Seal, NASA Insignia, NASA Logotype, NASA Program Identifiers, NASA Flags, and the Agency's Unified Visual Communications System

OMB CIRCULARS

Circular A-130	Management of Federal Information Resources

NASA POLICY DIRECTIVES

NASA directives are available from the NASA online directives information system (nodis): http://nodis3.gsfc.nasa.gov/library/main_lib.html

NPD 1383.1	Release and Management of Audiovisual Products and Services
NPD 1383.2	NASA Assistance to Non-Government, Entertainment Oriented Motion Picture, Television, Video, and Multimedia Productions, Enterprises, and Advertising
NPD 1440.6	NASA Records Management
NPD 1490.1	NASA Printing, Duplicating, and Copy Management
NPD 1600.2	NASA Security Policy

NPD 2190.1	NASA Export Control Program
NPD 2200.1	Management of NASA Scientific and Technical Information
NPD 2521.1	Communications Material Review
NPD 2530.1	Monitoring or Recording of Telephone or Other Conversations
NPD 2540.1	Personal Use of Government Office Equipment including Information Technology
NPD 2570.5	NASA Electromagnetic (EM) Spectrum Management
NPD 2800.1	Managing Information Technology
NPD 2810.1	NASA Information Security Policy
NPD 2820.1	NASA Software Policies
NPD 4200.1	Equipment Management
NPD 4300.1	NASA Personal Property Disposal Policy
NPD 8610.6	Graphic Markings on Space Transportation Vehicles, U.S. Components of the International Space Station Component Systems, and Payloads
NPD 9250.1	Identifying Capital Assets and Accumulation of Cost
NPD 9501.1	NASA Contractor Financial Management Reporting System

NASA PROCEDURAL REQUIREMENTS

NPR 1040.1	NASA Continuity of Operations (COOP) Planning Procedural Requirements
NPR 1441.1	NASA Records Retention Schedules
NPR 1600.1	NASA Security Program Procedural Requirements
NPR 2190.1	NASA Export Control Program
NPR 2200.2	Requirements for Documentation, Approval, and Dissemination of NASA Scientific and Technical Information (STI)
NPR 2800.1	Managing Information Technology
NPR 2810.1	Security of Information Technology

ATTACHMENT J-10
Applicable Regulations and Procedures

NPR 4100.1	NASA Materials Inventory Management Manual
NPR 4200.1	NASA Equipment Management Procedural Requirements
NPR 4200.2	Equipment Management Manual for Property Custodians
NPR 4300.1	NASA Personal Property Disposal Procedural Requirements
NPR 7120.7	NASA Information Technology and Institutional Infrastructure Program and Project Management Requirements
NPR 8715.3	NASA General Safety Program Requirements
NPR 9250.1	Property, Plant, and Equipment and Operating Materials and Supplies
NPR 9501.2	NASA Contractor Financial Management Reporting

FEDERAL ACQUISITION REGULATIONS (FAR)

FAR Part 39.2	Electronic and Information Technology (EIT) Accessibility, Section 508 of the Rehabilitation Act of 1973

NASA FAR SUPPLEMENT (NFS

NFS	NASA FAR Supplement

MARSHALL POLICY DIRECTIVES

MSFC Directories are available from the Directives Master List on the MSFC Integrated Document Library: http://inside.msfc.nasa.gov/MIDL/

MPD 1040.3	MSFC Emergency Program
MPD 1280.1	Marshall Quality Management System Manual
MPD 1380.1	Release of Information to News and Information Media
MPD 1800.1	MSFC Smoking Policy
MPD 1840.1	MSFC Environmental Health Program
MPD 1840.2	MSFC Hearing Conservation Program

MPD 2190.1	MSFC Export Control Program
MPD 2210.1	Documentation Input and Output of the MSFC Documentation Repository
MPD 2800.1	Management of Information Technology Systems and Services at MSFC
MPD 8500.1	MSFC Environmental Management Policy
MPD 8812.1	MSFC Facility Utilization Policy

MARSHALL PROCEDURAL REQUIREMENTS

MPR 1382.1 MPR 1410.2	Protection of Privacy Act Information at MSFC Marshall Management Directives System
MPR 1420.1	MSFC Forms Management Program
MPR 1440.2	MSFC Records Management Program
MPR 1490.1	Printing, Reproduction, and Self-Service Copying Services
MPR 2220.1	Scientific and Technical Publications
MPR 1600.2	Prevention of and Response to Threatening Behavior in the Workplace
MPR 2500.1	Marshall Telecommunications and Audio Visual Services
MPR 2800.2	Marshall information Technology Services
MPR 2800.4	Marshall Operational Readiness Review (MORR) for Center Applications and Web Sites

MARSHALL WORK INSTRUCTIONS

MWI 1380.1	Handling of Freedom of Information Act Requests

MWI 1500.1	Special Events Coordination
MWI 1520.1	Graphic and Publication Production Services
MWI 2210.1	MSFC Documentation Repository Input/Output and Data Management Project Requests
MWI 4200.1	Equipment Control
MWI 4300.1	Disposal Turn-Ins/Reutilization Screening
MWI 4520.1	Receiving
MWI 7120.2	Data Requirements Identification/Definition
MWI 7120.5	Data Management Plans, Programs/Projects
MWI 8540.2	Green Purchasing Program
MWI 8550.1	Waste Management
MWI 8621.1	Mishap and Close Call Reporting and Investigation Program
MWI 8715.1	Electrical Safety
MWI 8715.2	Lockout/Tagout Program
MWI 8715.3	Hazard Identification & Warning System
MWI 8715.4	Personal Protective Equipment (PPE) and Systems
MWI 8715.9	Occupational Safety Requirements for MSFC Contractors
MWI 8715.11	Fire Safety Program
MWI 8715.13	Safety Concerns Reporting System (SCRS)
MWI 8715.15	Operational Safety Assessment Program

ORGANIZATIONAL WORK INSTRUCTIONS

IS01-OWI-001	Document and Record Control
IS01-OWI-003	Contractor Evaluation Process and Contractor Interactions

IS01-OWI-007	Mission Readiness Review (MRR) Procedures
IS01-OWI-008	Information Technology Risk Management
IS01-OWI-009	Pricing and Delivery of CIO Services

STANDARD OPERATING PROCEDURES
The following Standard Operating Procedures may be applicable to the EAST contract.

Doc No.	New Doc. No.	Last Publication	Title
1b101		04/29/08	Processing Of Standard Operating Procedures
1b110		03/26/08	Facility Work
1b139		06/10/08	Scheduling And Operations Of Conference Facilities At Marshall Space Flight Center
1b203		04/29/08	Operation, Control, And Dispatch Of Vehicles
1b219		10/03/08	Reporting Movement of Contractor Controlled Property User Responsibilities
1b220		06/27/08	Sales Or Exchange Of Equipment
1b221		04/29/08	Equipment Condition Coding
1b223		08/26/08	Resetting Passwords And Lockouts For NDC And Office Of The CIO Managed Systems
302-001	3000-4622	07/31/07	Handling Security Violations
302-003	3000-4614	07/31/08	Roles And Responsibilities While On-Call
302-024	4000-FORM-047		Encase Data Gathering Form
302-025	4000-FORM-046		Evidence Control and Chain of Custody Form
302-031	3000-4633	08/01/07	Entering Information into the Remedy Database
302-032	3000-4634	08/01/07	Hard-Closing Trouble Tickets
302-033	3000-4627	07/31/07	Transferring Trouble Tickets
302-037	3000-4630	08/01/07	Intrusion Detection Systems
302-041	3000-4631	08/01/07	Handling Trouble Tickets that are Transferred to IT Security
302-053	3000-4632	08/01/07	Release of IT Security Information
302-061	3000-4617	03/12/07	Signature Guidelines for Intrusion Detection Systems
1B311	New	08/26/08	Service Restoration Team
1B312	New	05/15/08	Root Cause Analysis
1B313	New	06/27/08	MSFC Scientific and Technical Information (STI) Program
1B314	New	09/17/08	Unplanned Building Outage Notifications

2B9		06/10/08	Operations and Testing of the Emergency Warning System
2B18		03/26/08	Personnel Relocations
3B5		05/15/08	Operation and Maintenance of the Employee Television System
3B6	New	09/17/08	Applications and Web Services (A&WS) Test and Validation Process
4B3		07/10/08	Morris Auditorium Audio/Video Control
4B10		04/03/08	Duplicating Copyrighted Video Tapes, Optical Media and Films
4B17		07/10/08	Operations of Imaging Services
5B9		04/03/08	Marshall Space Flight Center Media Relations Mission Communications Support Requirements
5B21		07/31/08	Impoundment of Data
6B5		01/30/08	Fiber-Optics Outside Cable Plant Procedure
6B6	New	08/06/08	Installation and Acceptance Criteria for Intrabuilding/Cabling and Wiring
7B7		03/26/08	Mobile Radio Installations, Removals, Relocations and Frequency Changes at Marshall Space Flight Center and Michoud Assembly Facility
9B4		10/06/08	Telecommunications Manholes Entry
9B5		10/06/08	Safety Equipment and Usage
9B9		10/06/08	Hazardous Facilities, Operations, and Equipment
9B13		10/06/08	Fire Prevention Program
9B14		06/27/08	Severe Weather Emergencies
9B15		06/27/08	Material Handling and Equipment
9B16		04/29/08	Asbestos Hazardous Operations
9B17		10/06/08	Communications Towers Safety Criteria
9B26		10/06/08	Ergonomics Program
9B32		10/06/08	Safety Inspections and Remedial Action Plans
9B36		10/06/08	Confined Space Entry
9B37		10/06/08	Safety Criteria for Elevated Work Surfaces
9B39		02/13/08	Personnel Safety Training and Certification
9B40		02/13/08	Control of Hazardous Chemicals, Substances, and Materials
9B41	New	06/10/08	MSFC IT Security Incident Response
502.01	5000-4200	05/01/08	Service Order Control Desk
502.02	5000-4201	05/01/08	Still Photography
502.03	5000-4202	05/01/08	Still and Digital Laboratory
502.4	5000-4203	05/01/08	Instrumentation and Engineering
502.5	5000-1211	10/05/08	Test Area Video Documentation
502.8	5000-4204	05/01/08	Conference Facilities Support
502.10			SRS and ROM Procedures
502.11			Contingency Plan for Imaging Server

503.1	5000-4100	05/19/08	Live Shot
503.2	5000-4101	05/19/08	Video File
503.3	5000-4102	05/19/08	Tape Operations
503.4	5000-4103	05/19/08	POC Cut-in
503.6	5000-4104	05/19/08	Morris Auditorium
503.7	5000-4105	05/19/08	Mission Ops
10B201		03/06/08	Operations of the Marshall Space Flight Center Communications Message Center
10B211		02/13/08	Emergency Plan for Physical Security of the National Security Systems Enclave (NSSE)
10B213		06/10/08	Secure Facsimile Messages
10B214		10/03/08	Access and Control for the Marshall Space Flight Center National Security Systems Enclave (NSSE)
10B218		03/06/08	Handling of Classified Documents Within the National Security Systems Enclave (NSSE)
10B220		01/11/08	Maintenance and Configuration Control of Classified Equipment and Circuits
10B228		04/03/08	Destruction of Sensitive Applications Data
10B230		06/10/08	Flash Legacy (AUTODIN) Traffic Notification List
13B1	New	05/15/08	Operation and Maintenance of the All-Hands Teleconferencing System
13B503		07/10/08	Administrative Telephone Service at MSFC
13B504		11/17/08	Administrative Telephone Service at MAF
14B101		05/15/08	Processing Trouble Reports
14B102		01/24/08	Support of Facilities Outages Affecting Telecommunications at Marshall Space Flight Center
14B103	New	07/10/08	Major Outage Notifications and Escalations
14B120		01/24/08	Bomb Threats
16B101		05/15/08	Audio and Video Distribution, of Television Signals from the Central Distribution Center
16B103		07/10/08	Verification of Audio and Video Levels Within Marshall Space Flight Center Television System
16B104		07/10/08	Transmitting To or Receiving from the NASA Multichannel Systems
16B107		07/10/08	Acceptance of Video Signal to and from Common Carriers
16B114		07/10/08	Distribution of Television for Space Shuttle Missions
19B102		10/27/08	MSFC Telephone Switch Disaster Recovery Activities
19B105		08/26/08	NASA Information Support Center (NISC) Disaster Recovery
19B111		10/03/08	Midrange Data Center (Building 4663) Disaster Recovery Procedure

ATTACHMENT J-10
Applicable Regulations and Procedures

OTHER

General Records Schedules are available from the National Archives and Records Administration home page, "Records Management – Publications" at http://www.nara.gov/records/index/html

INFORMATION TECHNOLOGY SECURITY

Information Technology Security documentation is available at http://www.nasa.gov/offices/ocio/itsecurity/index.html

FIPS 199	Standards for Security Categorization of Federal Information and Information Systems
FIPS 200	Minimum Security Requirements for Federal Information and Information Systems
NIST SP 800-18	Guide for Developing Security Plans for Federal Information Systems
NIST SP 800-26	Security Self-Assessment Guide for Information Technology Systems
NIST SP 800-30	Risk Management Guide for Information Technology Systems
NIST SP 800-34	Contingency Planning Guide for Information Technology Systems
NIST SP 800-37	Guide for the Security Certification and Accreditation of Federal Information Systems
NIST SP 800-53	Recommended Security Controls for Federal Information Systems
NIST SP 800-61	Computer Security Incident Handling Guide

ATTACHMENT J-11
NEACC Certification and Training Requirements

Product	Certification & Training
ICAM "Card Management System" (CMS)	Contractor personnel managing the ICAM "Card Management System" (CMS) shall be formally certified by the "Actividentity" vendor to manage CMS v4.1.
ICAM Lenel "OnGuard"	Contractor personnel managing the ICAM Lenel "OnGuard" system shall be formally designated by the Lenel vendor as a "Direct Support OnGuard User".
SATERN	Contractor personnel managing the GOVERNMENT training content must complete GOVERNMENT-provided training. Current training is provided by the Office of Human Capital and Management at the Wallops Island facility.

DRAFT
Safety Health and Environmental Plan

DRD Number: 1293SA-001

NASA Marshall Space Flight Center

NASA ENTERPRISE APPLICATIONS SERVICE TECHNOLOGIES - EAST

RFP Number: NNM10277065R
Contract Number: NNM11AA02C

March 15, 2010

Science Applications International Corporation
300 Voyager Way Odyssey Drive
Huntsville, AL 35806

Approved:

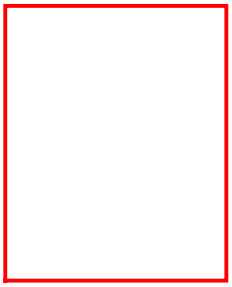
Susan Myers, SAIC EAST Program Manager

Table of Contents

4. DRAFT SAFETY HEALTH AND ENVIRONMENTAL PLAN

4.1 Safety, Health, and Environmental [SHE1]

4.1.1 Introduction



ATTACHMENT J-13

Acronyms and Abbreviations

ABAP	Advanced Business Applications Programming
ACA	Assoicate Contractor Agreement
ACES	Agency Consolidated End-User Services
ACO	Administrative Contracting Officer
ADMS	Active Directory Management System
ADOSS	Agency-wide Data Optical Storage System
ADS	Authoratative Data Source
AFS	Application Functional Support
AI	Application Inventory
ALDS	Agency Labor Distribution System
AM	Availability Management
AOM	Application Operations Management
AP	Accounts Payable
AR	Accounts Receivable
	As Required
	Acceptance Review
ARC	Additional Resource Charge
	Ames Research Center
ARM	Active Risk Management
	Availability, Reliability, and Maintainability
ATOM	Applications Technical Operations & Maintenance
ATS	Application Technical Support
A&WS	Applications and Web Services
BAS	Biometrics Application Server
BCV	Business Continuous Volume
BI	Business Intelligence
BIA	Business Intelligence Accelerator (SAP)
BICE	Bureau of Immigration and Customs Enforcement
Bldg	Building
BLS	Bureau of Labor Statistics
BMS	Batch Management System
BOE	Basis of Estimate
BPS	Business Process Support
BW	Business Warehouse
CA	Contracts Administration
C&A	Certification and Accreditation
CAD	Computer Aided Design
CAIT	Constellation Analysis Integration Tool
CAP	Contractor Acquired Property
	Corrective Action Plan
CAS	Cost Accounting System

ATTACHMENT J-13

Acronyms and Abbreviations

	Cost Accounting Standards
CBA	Collective Bargaining Agreement
CBACS	Common Badging Access Control System
CBPL	Center Business Process Lead
CC	Competency Center
CCB	Configuration Control Board
CCR	Central Contractor Registry
	Contractor Cost Report
CCS	Center Chief of Security
CD	Compact Disk
	Contractual Data
CD-ROM	Compact Disk - Read Only Memory
CDR	Critical Design Review
CECSR	Contractor's Employee Compensation System Review
CESR	Contractor's Estimating System Review
CF	Cross Functional
CFO	Chief Financial Officer
CFR	Code of Federal Regulations
CIMS	Cyber Identity Management System
CIO	Chief Information Officer
CLIN	Contract Line Item Number
CM	Configuration Management
CMDB	Configuration Management DataBase
CMM	Contract Management Module
CMP	Configuration Management Plan
	Continuous Monitoring Program
CMMS	Computerized Maintenance Management System
CMS	Card Management System
CO	Contracting Officer
	Center Operations
CORe	Cross-Organizational Review
COOP	NASA Continuity of Operations
COTR	Contracting Officer's Technical Representative
COTS	Commercial off-the-shelf
CPSR	Contractor's Pricing System Review
CR	Change Request
CRM	Customer Relationship Manager
CS	Civil Service
CSA	Center Security Administrators
CSC	Computer Sciences Corporation
CSL	Critical Service Level
CSO	Corporate Security Officer
CSS	Compusearch Software Systems, Inc.
CY	Contract Year

DBA	Database Administrators
DBMS	Database Management Systems
DCL	Document Change Log
DCMA	Defense Contracting ManagementAgency
DCNSS	Data Center Network and Security Services
DEC	Digital Equipment Corporation
DEV	Development
DES	Data Encryption Standard
DFRC	Dryden Flight Research Center
DLSC	Defense Logistics Service Center
DNS	Domain Name Server
DOT	Departement of Transportation
DPD	Data Procurement Document
DR	Data Requirement Disaster Recovery Discrepancy Report
DRD	Data Requirements Description
DRL	Data Requirements List
DSPL	Web-based Property Disposal System
DUNS	Data Universal Numbering System
DVD	Digital Video Data
EAR	Export Administration Regulations
EAST	Enterprise Applications Service Technologies
EAuth	Electronic Authorization
ECN	Equipment Control Number
ECP	Engineering Change Proposals
ECR	Engineering Change Request
EDI	Electronic Data Interchange
EDS	Electronic Data Systems
EDW	Enterprise Data Warehouse
EEO	Equal Opportunity Office
EIT	Electronic and Information Technology
EPA	Environmental Protection Agency
EPACS	Enterprise Physical Access Control System
EPDW	Enhanced Procurement Data Warehouse
EPM	Excel Pricing Model
EPS	Electronic Posting System
EPSS	Enterprise Performance Support System
ERM	Enterprise Release Management
ERP	Enterprise Resource Planning
ESB	Enterprise Service Bus
ESD	Enterprise Service Desk
ESL	Expected Service Level

ATTACHMENT J-13

Acronyms and Abbreviations

ESMD	Exploration Systems Mission Directorate
ESRS	Enterprise Service Request System
eTravel	Electronic Travel Management System
ETL	Extract, Transformation and Load
EVA	Event Driven Architecture
EVM	Earned Value Management
FAR	Federal Acquisition Regulation
FAS	Federal Accounting Standards
FASB	Financial Accounting Standards Board
FBR	Fully Burdened Rate
FCB	Functional Control Board
FDCC	Federal Desktop Core Configuration
FED	Federal
FFP	Firm Fixed Price
FI	Financial Accounting Module
FIPS PUB	Federal Information Processing Standard Publication
FLSA	Fair Labor Standards Act
FM	Funds Management Module
FMD	Financial Management Division
FMEA	Failure Modes and Effects Analysis
F.O.B.	Free On Board
FOIA	Freedom of Information Act
FPDS-NG	Federal Procurement Data System – Next Generation
FPPS	Federal Personnel and Payroll System
FPRA	Forward Pricing Rate Agreement
FPRP	Forward Pricing Rate Proposal
FSO	Facility Security Officer
FTE	Full Time Equivalent
FY	Fiscal Year
G&A	General and Administrative
GAO	General Accounting Office
GB	Gigabyte
GFP	Government Furnished Property
GL	General Ledger
GPO	Government Printing Office
GRC	Glenn Research Center
GR/IR	Goods Receipt/Invoice Receipt
GSA	General Services Administration
GSFC	Goddard Space Flight Center
GUI	Graphical User Interface

Acronyms and Abbreviations

HBCU/OMI	Historically Black Colleges and Universities / Other Minority Institutions
HBZ	Historically Under-Utilizied Business Zone Small Business
HDBK	Handbook
HCIE	Human Capital Information Environment
HHS	Health and Human Services
HP	Hewlett Packard
HPPS	Historical NASA Personnel and Payroll System
HQ	Headquarters
HR	Human Resources
HSPD-12	Homeland Presidential Security Directive 12
HTML	Hypertext Markup Language
http	hypertext transfer protocol
httpd	hypertext transfer protocol daemon
https	hypertext transfer protocol secure
HUBZone	Historically Under-Utilizied Business Zone
HW	Hardware
I^3P	NASA's Information Technology Infrastructure Integration Program
IAM	Integrated Asset Management
IAW	In Accordance With
IAMS	Integrated Collaborative Environment Active Monitoring System
IBM	International Business Machines
IBPD	Integrated Budget and Performance
ICAM	Identity, Credential and Access Management
ICAT	Internal Controls and Audit Team
ICE	Integrated Collaborative Environment
ID	Identification
IDA	Interface Definition Agreement
ID/IQ	Indefinite Delivery/Indefinite Quantity
IDMax	Identity Management and Account Exchange
IDMS	Identity Management System
IEEE	Institute of Electrical and Electronics Engineers
IEM	Integrated Enterprise Management
IEMP	Integrated Enterprise Management Program
IG	Inspector General
IP	Internet Protocol
IPAC	International Payment and Collection System
IPNOC	Internet Protocol (IP) Network Operations Center
IPO	Integration Project Office Industrial Property Officer
IPSec	IP Security

ATTACHMENT J-13

Acronyms and Abbreviations

IRIS	NASA Incident Reporting Information System
IRS	Internal Revenue Service
ISM	Infrastructure Systems Management
ISO	International Organization for Standardization
IT	Information Technology
IT-SSP	Information Technology Sytem Security Plans
ITAR	International Traffic in Arms Regulations
ITIL	Information Technology Infrastructure Library
ITPOC	Information Technology Points of Contact
ITSCM	Information Technology Service Continuity Management
ITSC	Information Technology Security Center
J2EE	Java 2 Platform Enterprise Edition
JBI	Java Business Integration
JCO	Java to SAP Connector
JD/Q	Job Description/Qualification
JIT	Just-In-Time
JPL	Jet Propulsion Laboratory
JSC	Johnson Space Center
JVM	Java Virtual Machine
KP	Key Personnel
KSC	Kennedy Space Center
KVM	Keyboard/Video/Mouse
LAN	Local Area Network
LaRC	Langley Research Center
LDAP	Lightweight Directory Access Protocol
LOB	Line(s) of Business
LTC	Lost Time Case
MAF	Michoud Assembly Facility
M/BSIG	Management/Business Systems Integration Group
MdM	Metadata Manager
MHz	Megahertz per Second
MIDL	MSFC Integrated Document Library
MM	SAP Materials Management Module
MOA	Memorandums of Agreement

MOU	Memorandum of Understanding
MPG	Marshall Procedures and Guidelines
MPD	Marshall Policy Directive
MPR	Marshall Procedural Requirements
MRR	Mission Readiness Review
MS	Microsoft
MSFC	Marshall Space Flight Center
MSL	Minimum Service Level
MSOA	Monthly Statement of Account
MSR	Mission Support Room
MSSQL	MicroSoft Structured Query Language
MWI	Marshall Work Instruction
N/A	Not Applicable
NAC	National Agency Check
NACI	National Agency Check with Inquiries
NAICS	North American Industry Classification System
NAIS	NASA Acquisition Internet Services
NAMS	NASA Account Management System
NASA	National Aeronautics and Space Administration
NASIRC	NASA Incident Response Center
NCAD	NASA Consolidated Active Directory
NCIC	National Crime Information Center
NDC	NASA Data Center
NEACC	NASA Enterprise Applications Competency Center
NEAR	NASA Enterprise Architecture Repository
NED	NASA Enterprise Directory
NEDC	NASA Enterprise Data Center
NF	NASA Form
NFNMS	NASA Foreign National Management System
NFS	NASA FAR Supplement
NICS	NASA Integrated Communication Services
NIIR	NASA Integrated Information Reporter
NISC	NASA Information Support Center
NISN	NASA Integrated Services Network
NIST	National Institute of Standards and Technology
NLRB	National Labor Relations Board
NOMAD	NASA Operational Messaging and Directory
NOSC	NASA Online Supply Catalog
NPD	NASA Policy Directive
NPDS	NAIS Procurement Data Store
NPDV	NASA Procurement Data View
NPF	NASA Post Forwarders

NPPS	NASA Personnel and Payroll System
NPR	NASA Procedural Requirements
N-PROP	Web-based Property Management System
NRRS	NASA Records Retention Schedule
NSCCB	Network Security Configuration Control Board
NSMS	NASA Supply Management System
NSOC	NASA Security Operations Center
NSSC	NASA Shared Services Center
NSSE	National Security Systems Enclave
NTE	Not To Exceed
O&SS	Operations and Sustaining Support
OCFO	Office of the Chief Financial Officer
OCI	Organizational Conflicts of Interest
OCIO	Office of the Chief Information Officer
OCSP	Online Certification Status Protocol
ODC	Other Direct Costs
ODIN	Outsourcing Desktop Initiative for NASA
OLIA	Office of Legislative Intergovernmental Affairs
OMB	Office of Management and Budget
OMC	Operations Management Council
OPM	Office of Personnel Management
	Offeror's Pricing Model
ORCA	Online Representations and Certifications Application
ORM	Object to Relational Mapping
OSHA	Occupational Safety and Health Administration
OSGi	Open Services Gateway initiative
OSS	Online Support System
OWI	Organizational Work Instructions
PACS	Physical Access Control System
PAI	Privacy Act Information
P-Card	Purchasing Card
PDA	Personal Digital Assistant
PDF	Portable Document File/Format
PDM	Product Data Management
	Position Description Management
PDWS	Procurement Data Warehouse System
PE	Project Executives
PID	Parameter Identifiers
PII	Personally Identifiable Information
PIP	Premium IP
PIV	Personal Identity Verification
PKI	Public Key Infrastructure
PLM	Product Lifecycle Management

ATTACHMENT J-13

Acronyms and Abbreviations

PM	Preventive Maintenance Performance Management Program Manager
PMDD	Procurement Master Data Dictionary
PMII	Project Management Information Improvement
POA&Ms	Plan of Action and Milestones
PPBE	NASA's Planning, Programming, Budgeting and Execution
PPDB	Past Performance Data Base
PP&E	Plant, Property & Equipment
PPE	Personal Protective Equipment
PPM	Principle Periods of Maintenace Project Portfolio Management
PO	Purchase Order
POC	Point of Contact
POP	Program Operating Plan
POS	Packet Over SONET
POSIX	Portable Operating System Interface for Computer Environment
PR	Problem Reports Purchase Request
PvA	Plan versus Actual
PWS	Performance Work Statement
QA	Quality Assurance
RBAM	Risk-Based Acquisition Management
RCA	Root Cause Analysis
RDM	Release and Deployment Management
Rev	Revision
RFC	Request for Change
RFP	Request for Proposal
RFQS	Request For Quote System
RIA	Rich Internet ApplicationRm Room
RM	Release Management Risk Management
RRC	Reduced Resource Crdit
SACM	Service Asset and Configuration Management

SAP	Systems, Applications and Products in Data Processing
SATERN	System for Administration, Training, and Educational Resources for NASA
SB	Small Business
SBIR	Small Business Innovative Research
SBU	Sensitive But Unclassified
SBA	Small Business Administration
SDB	Small Disadvantaged Business
SCA	Service Contract Act
SCRS	Safety Concerns Reporting System
SDB	Small Disadvantaged Business
SDLC	Security Development Life Cycle
SDVOSB	Service Disabled Veteran-Owned Small Business
SEB	Source Evaluation Board
SEMO	Supply and Equipment Management Officer
SESAAS	Sustaining Engineering Support for Agencywide Administrative Systems
SF	Standard Form
SFBR	Subcontractor Fully Burdened Rate
SGL	Standard General Ledger
SHE	Safety, Health & Environment
SIM	Service Integration Management
SIT	System Integration Test
SLA	Service Level Agreement
SLC	Standard Labor Category
SLM	Service Level Management
SLR	Service Level Requirements
SME	Subject Matter Expert
SOA	Service Oriented Architecture
SOAP	Simple Object Access Protocol
SOC	Security Operations Center
SOD	Segregation of Duties
SOP	Standard Operating Procedure
SOW	Statement of Work
SPL	Special Purpose Ledger
SQL	Structured Query Language
SR	Service Request
SRT	Service Restoration Team
SSA	Source Selection Authority
SSC	Stennis Space Center
SSN	Social Security Number
StaRS	Staffing and Recruiting System
STD	Standard
SSI	Scientific and Tecncal infrmaton

Acronyms and Abbreviations

STL	Strategic Thought Group
SVU	SAP Version Update
SW	Software
TBD	To Be Determined (By GOVERNMENT)
TBP	To Be Proposed (By Offeror)
TCP	Total Compensation Plan
TDS	Task Description Sheet
TM	Technical Monitor
TO	Task Orders
TOP	Task Order Plan
TOR	Task Order Request
TRIR	Total Reportable Injury Rate
TT	Trouble Ticket
UI	User Interface
UNITeS	Unified NASA Information Technology Services
URL	Uniform Resource Locator
URC	Universal Registration Client
US	United States
US-CERT	United States Computer Emergency Readiness Team
USS	User Self Service
USPS	United States Postal Service
UUPIC	Uniform Universal Personal Identification Code
VM	Virtual Machine
VOSB	Veteran-Owned Small Business
VPN	Virtual Private Network
WAN	Wide Area Network
WBS	Work Breakdown Structure
WebTADS	Web-based Time and Attendance Distribution System
WEST	Web Enterprise Service Technologies
WOSB	Woman-Owned Small Business
WSC	White Sands Complex
WSTF	White Sands Test Facility
WTTS	Workforce Transformation Tracking System
www	world wide web
WYE	Work Year Equivalent
XML	Extensible Markup Language
XSLT	Extensible Stylesheet Language Transformation

EAST TASK ORDERS

Contract #	Task Order Name	Effective Date	Value
NNM11AA46T	ICE Continuity of Operations (COOP)	2/1/2011	$
NNM11AA47T	Materials Management Initiative (MMI)	2/1/2011	$
NNM11AA48T	ICE Transition to NEACC	2/1/2011	$
NNM11AA50T	Integration of DKI Support of ICE	2/7/2011	$
NNM11AA55T	KSC Product Data Life-Cycle Management System (PDLMS)	5/11/2011	$
NNM11AA56T	Mobile Applications	9/15/2011	$
NNM11AB31T	Tripwire	9/19/2011	$
NNM11AB32T	Initiative - C	9/26/2011	$
NNM12AA37T	CIMA Planetary Science-Space 365	4/1/2012	$
NNX12AA19T	Procurement Initiative	12/5/2011	$
NNX12AA20T	DMS Dolphin	1/2/2012	$
NNX12AA26T	Ofc of Ed - Assessment	1/17/2012	$
NNX12AA38T	Windchill Upgrade	5/23/2012	$
NNX12AA41T	Ofc of Ed - Transition	4/26/2012	$
NNX12AA42T	Ofc of Ed - External Vendors	5/17/2012	$
NNX12AA48T	SATERN	8/17/2012	$
NNX12AA49T	CIMA GSFC Key Personnel	7/18/2012	$
NNX12AA50T	Ofc of Ed - OSSI Reporting	6/28/2012	$
NNX12AA69T	Ofc of Ed - OEPM Reporting	9/4/2012	$
NNX12AA77T	Ofc of Ed - Ops & Sustain Spt (O&SS)	9/28/2012	$
NNX13AA12T	ETS2	1/2/2013	$
NNX13AA16T	ICAM-Modernization	12/1/2012	$
NNX13AA24T	EFI	12/14/2012	$
NNX13AA39T	EFI Stage & Production	4/5/2013	$
NNX13AA49T	ICAM-M Acquisition	5/29/2013	$
NNX13AA59T	ICAM-M Application & Integration Support	8/1/2013	$
NNX13AA64T	CIMA Emergency Mgmt Content (EMC) App	8/1/2013	$
NNX13AA80T	CIMA PIV Derived Credential	9/1/2013	$

ATTACHMENT J-15

PERSONAL IDENTITY VERIFICATION PROCEDURES

Personal Identity Verification (PIV) Card Issuance Procedures (in accordance with FAR Clause 52.204-9, Personal Identity Verification of Contractor Personnel, and Clause **I.5**, *Personal Identity Verification of Contractor Personnel*):

FIPS 201 Appendix A graphically displays the following procedure for the issuance of a PIV credential.

Figure A-1, FIPS 201, Appendix A

The following steps describe the procedures for the NASA Personal Identity Verification Card Issuance (PCI) of a PIV credential:

Step 1:
The Contractor's Corporate Security Officer (CSO), Program Manager (PM), or Facility Security Officer (FSO) submits a formal letter that provides a list of contract employees (applicant) names requesting access to the NASA Contracting Officer's Technical Representative (COTR). Applicants that are foreign nationals will be noted in the letter to the NASA COTR. If the foreign national is not under a contract where a COTR has been officially designated, the foreign national will provide the information directly to their visit/assignment host, and the host sponsor will fulfill the duties of the COTR mentioned herein. In each case, the letter shall provide notification of the contract or foreign national employee's (hereafter the "applicant") full name (first, middle and last), social security number (SSN) or NASA

Foreign National Management System Visitor Number (if available) if the foreign national does not have a SSN, and date of birth. If the contract employee has a current satisfactorily completed National Agency Check with Inquiries (NACI) or an equivalent or higher degree of background investigation, the letter shall indicate the type of investigation, the agency completing the investigation, and date the investigation was completed. Also, the letter must specify the risk/sensitivity level associated with the position in which each applicant will be working (NPR 1600.1, §4.5 is germane) Further, the letter shall also acknowledge that contract employees may be denied access to NASA information or information systems based on an unsatisfactory background investigation/adjudication.

After reviewing the letter for completeness and concurring with the risk/sensitivity levels, the COTR/host must forward the letter to the Center Chief of Security (CCS). The CCS shall review the OPM databases (e.g., DCII, PIP, et al.), and take appropriate steps to validate the applicant's investigation status. Requirements for a NACI or other investigation shall be initiated only if necessary.

Applicants who do not currently possess the required level of background investigation shall be directed to the e-QIP web site to complete the necessary background investigation forms online. The CCS shall provide to the COTR/host information and instructions on how to access the e-QIP for each contract or foreign national employee requiring access

Step 2
Upon acceptance of the letter/background information, the applicant will be advised that in order to complete the investigative process, he or she must appear in-person before the authorized PIV registrar and submit two forms of identity source documents in original form. The identity source documents must come from the list of acceptable documents included in Form I-9, Employment Eligibility Verification, one which must be a Federal[1] or State issued picture identification. Fingerprints will be taken at this time. The applicant must appear **no later than** the entry on duty date.

When the applicant appears, the registrar will electronically scan the submitted documents; any document that appears invalid will be rejected by the registrar. The registrar will capture electronically both a facial image and fingerprints of the applicant. The information submitted by the applicant will be used to create or update the applicant identity record in the Identity Management System (IDMS).

Step 3:
Upon the applicant's completion of the investigative document, the CCS reviews the information, and resolves discrepancies with the applicant as necessary. When the applicant has appeared in person and completed fingerprints, the package is electronically submitted to initiate the NACI. The CCS includes a request for feedback on the NAC portion of the NACI at the time the request is submitted.

[1] A non-PIV government identification badge, including the NASA Photo Identification Badge, MAY NOT BE USED for the original issuance of a PIV vetted credential

Step 4
Prior to authorizing physical access of a Contractor employee to a federally-controlled facility or access to a Federal information system, the CCS will ensure a National Crime Information Center (NCIC) with an Interstate Identification Index check is/has been performed. In the case of a foreign national, a national check of the Bureau of Immigration and Customs Enforcement (BICE) database will be performed for each applicant. If this process yields negative information, the CCS will immediately notify the COTR/host of the determination regarding access made by the CCS.

Step 5
Upon receipt of the completed NAC, the CCS will update IDMS from the NAC portion of the NACI and indicate the result of the suitability determination. If an unsatisfactory suitability determination is rendered, the COTR will advise the Contractor that the employee is being denied physical access to all federally-controlled facilities and Federal information systems.

Based on a favorable NAC and NCIC/III or BICE check, the CCS will authorize the issuance of a PIV federal credential in the Physical Access Control System (PACS) database. The CCS, based on information provided by the COTR/host, will determine what physical access the applicant should be granted once the PIV issues the credential.

Step 6:
Using the information provided by the applicant during his or her in-person appearance, the PIV card production facility creates and instantiates the approved PIV card for the applicant with an activation date commensurate with the applicant's start date.

Step 7:
The applicant proceeds to the credential issuance facility to begin processing for receipt of his/her federal credential.

The applicant provides to the credential issuing operator proof of identity with documentation that meets the requirements of FIPS 201 (DHS Employment Eligibility Verification (Form I-9) documents. These documents **must** be the same documents submitted for registration.

The credential issuing operator will verify that the facial image, and optionally reference finger print, matches the enrollment data used to produce the card. Upon verification of identity, the operator will locate the employee's record in the PACS database, and modify the record to indicate the PIV card has been issued. The applicant will select a PIN for use with his or her new PIV card. Although root data is inaccessible to the operator, certain fields (hair color, eye color, et al.) may be modified to more accurately record the employee's information.

The applicant proceeds to a kiosk or other workstation to complete activation of the PIV card using the initial PIN entered at card issuance.

ALTERNATIVE FOR APPLICANTS WHO DO NOT HAVE A COMPLETED AND ADJUDICATED NAC AT THE TIME OF ENTRANCE ON DUTY

Steps 1 through 4 shall be accomplished for all applicants in accordance with the process described above. If the applicant is unable to appear in person until the time of entry on duty, or does not, for any other reason, have a completed and adjudicated NAC portion of the NACI at the time of entrance on duty, the following interim procedures shall apply.

1. If the documents required to submit the NACI have not been completed prior to EOD, the applicant will be instructed to complete all remaining requirements for submission of the investigation request. This includes presentation of I-9 documents and completion of fingerprints, if not already accomplished. If the applicant fails to complete these activities as prescribed in NPR 1600.1 (Chapters 3 & 4), it may be considered as failure to meet the conditions required for physical access to a federally-controlled facility or access to a Federal information system, and result in denial of such access.

2. Based on favorable results of the NCIC, the applicant shall be issued a temporary NASA identification card for a period not-to-exceed six months. If at the end of the six month period the NAC results have not been returned, the agency will at that time make a determination if an additional extension will be granted for the temporary identification card.

3. Upon return of the completed NAC, the process will continue from Step 5.

[END OF ATTACHMENT J-15]

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ATTACHMENT J-17
NEACC PROCESS GUIDELINES

1.0 Introduction

Attachment J-17, *NEACC Process Guidelines*, which was developed for the purpose of defining the process and integration points for Contractor interaction with the NASA Business Process Support (BPS) team in working all service request types, is replaced by Data Requirements Description (DRD) 1293MA-009, *NEACC Process Guidelines*. Any changes to DRD 1293MA-009 will require a contract modification to J-2, Data Procurement Document.

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Line of Business	User Forum	Frequency	
Financial	Full Cost Super User	Bi-weekly	
	Cost Super User	Bi-weekly	
	Accounts Payable Super User	Thursday	
	Grants/HHS Super User	Monthly	
	Accounts Receivable Super User	Bi-weekly	
	Travel Operations with NSSC	Monthly	
	SGL & Reconciliation Super User	Bi-weekly	
	Asset Accounting Super User	Bi-weekly	
	Financial FCB	Bi-weekly	
Procurement	Procurement Super User	Weekly	
	NAIS	Bi-monthly	
	Procurement Data Team	Bi-weekly	
	Procurement FCB	Bi-weekly	
	CompuSearch Footprint Status	Bi-weekly	
	NAIS Red Team	Weekly	
Human Capital and Workfor	ALDS Super User	Weekly	
	e-Payroll Super User	Bi-weekly	
	StaRS Super User	Weekly	
	WebTADS Super User	Bi-weekly	
	Human Capital and Workforce FCB	Bi-weekly	
Logistics	Logistics Super User	Monthly	
	Logistics FCB	Bi-weekly	
ICAM	PAM BPL Telecon	Weekly	
	Weekly BPS Status Meeting	Weekly	
	ICAM Engineering Meeting	Bi-Weekly	
	Logical BPL Weekly Meeting	Bi - Weekly	
Business Intelligence	Business Warehouse	Bi-Weekly	
	Operational Support Meeting	Bi-weekly	
	Business Readiness Network	Bi-weekly	

Line of Business	User Forum	Frequency	
Cross Functional	Center Security Administrator	Weekly	
	Center Information Technology Points	Bi-weekly	
	I^3P ITIL Integration Meeting	Monthly	
Internal NEACC	System Build Meeting	Bi-weekly	
	Technology Roadmap	Weekly	
	Integrated Landscape Review	Weekly	
	Daily Status Review	Daily	
	Cross-Organizational Review (CORe)	Bi-weekly	
	Service Request Backlog Review	Weekly	

Line of Business	Application	Description
Financial	Core Financial - Systems, Applications and Products in Data Processing (SAP)	Agency wide solution for the following Core Financial business processes: Budget Distribution, Cost Management, Accounts Payable, Accounts Receivable, Standard General Ledger
	BW Financial	Business Analytics platform used for NASA's centralized Enterprise Application data warehouse. Used to transform, house, and query against data from all Lines of Business.
	Cognos Financial	Business Analytics platform used primarily to deliver analytical dashboards for all Lines of Business.
	BW e-Travel	Business Analytics platform used for NASA's centralized Enterprise Application data warehouse. Used to transform, house, and query against data from all Lines of Business.
	Cognos e-Travel	Business Analytics platform used primarily to deliver analytical dashboards for all Lines of Business.
	Electronic Travel Management System (eTravel) (Electronic Data Systems (EDS) FedTraveler.Com)	eTravel is an e-Gov initiative, hosted by FedTraveler.com, which will replace NASA's Travel Manager system. Internet Explorer on Citrix is the only user-facing component. The majority of NASA components supporting eTravel are for integrations which use the existing NASA Enterprise Service Bus (ESB).
	eBudget	NASA's eBudget Suite provides an integrated solution to facilitate NASA's Planning, Programming, Budgeting and Execution (PPBE) process. Clearinghouse is the Agency's document repository for managing electronic OMB documents, the Budget Offices' related PPBE documents, and the Office of Legislative and Intergovernmental Affairs (OLIA) budget documents. Integrated Budget & Performance (IBPD) is a tool used for NASA's Congressional Justification (CJ) with OMB and Congress. Budget Formulation (N2) is NASA's Agency budget formulation tool which enables online budget entry, upload, and review for the PPBE, and other budget related activities.
	Metadata Manager (MdM)	A tool used to create and maintain NASA's financial budget structure for the Agency's Missions, Programs, and Projects.
	Vendor Central Contractor Registration (CCR)	Provides the ability to import and automatically process Central Contractor Registration (CCR) data pertinent to Core Financial system.
Logistics	Mission Dependency Index (MDI)	Supports core real property business processes for the NASA FERP division. The MDI system captures criticality scores for NASA facilities and is used for General Services Administration (GSA) reporting.
	SAP Logistics	The current system provides equipment management functionality that includes how NASA acquires and dispositions the equipment. In between, events in the life of the equipment (ex. User assignments, loans, borrows, repairs, moves) are managed by transactions, a web based tool (N-PROP) and an automated inventory process. Annual reports of equipment activity are generated in BW and posted for viewing by the Agency. The logistics support team provides support to the Equipment community by maintaining Agency and Center level table data (locations, Custodian accounts, Manufacturers), generating the yearly equipment reports and through general production support. SAP provides NASA with an Agency-wide supply/logistics system to support operational requirements for the Receiving, Issuing, Replenishing, and overall control of non-capital supply items.

Line of Business	Application	Description
	BW Logistics	Business Analytics platform used for NASA's centralized Enterprise Application data warehouse. Used to transform, house, and query against data from all Lines of Business.
	Cognos Logistics	Business Analytics platform used primarily to deliver analytical dashboards for all Lines of Business
	Online Supply Catalog & Reservation System (OSCAR)	OSCAR provides a tool for end users to view and reserve store and standby stock from their desktop via electronic commerce without the intervention of a supply management representative. OSCAR is a web-based application that displays all of the supplies that are in SAP as a catalog to support on-line shopping.
	Web-based Property Management System (N-PROP)	A web-based front end to the equipment management system that allows any equipment end user in NASA a limited amount of functionality related to their equipment. This functionality includes accepting accountability, managing attributes such as location, end users and custodians; creating property passes and reports of their equipment as well as reporting the equipment as excess. In addition, everyone at NASA can use N-PROP to look for either excess property or active equipment as a means for avoiding a procurement. N-PROP communicates directly with SAP and manages updates in real time.
	Web-based Property Disposal System (DSPL)	DSPL is the NASA Agency-wide disposal application. All excess property at NASA has to be processed thru DPSL. This includes not only the equipment managed in SAP above, but supplies managed in NSMS and other non-controlled property, such as furniture. DSPL interfaces with GSA's federal screening application in two ways. Using a web service, DSPL transmits property information to GSA in real-time for immediate screening. Time based activity is submitted to GSA through a batch file interface. DSPL supports excess property pickup and delivery by providing information to Transportation to assist them in planning their truck movements.
Procurement	PRISM	PRISM is a comprehensive tool to support contract/grant writing, limited data reporting/management, procurement workload management, and contract/grant administration for NASA.
	BW Procurement	Business Analytics platform used for NASA's centralized Enterprise Application data warehouse. Used to transform, house, and query against data from all Lines of Business.
	Cognos Procurement	Business Analytics platform used primarily to deliver analytical dashboards for all Lines of Business
	SAP Purchasing	SAP Purchasing provides capability for NASA users to create Purchase Requisitions and route them electronically for approval. NASA also utilizes the Purchase Order capability within SAP for limited Outside Buyer (or Outside Procurement) transactions. In addition, all contractual actions developed by Procurement in the Contract Management Module PRISM document generation tool are interfaced to SAP.

Line of Business	Application	Description
	Enhanced Procurement Data Warehouse (EPDW)	Provides a consolidated data repository and standard reports based on data from PRISM BW, SAP BW, and Federal Procurement Data System - Next Generation (FPDS-NG) systems.
	Bankcard	Bankcard allows NASA users the ability to simplify the tracking and payment of credit card purchases by providing for the reconciliation of individual purchase credit card transactions against their monthly statements.
	NASA Acquisition Internet Service (NAIS)	NAIS is a web-based Agencywide suite of Procurement applications. It provides 24x7 on-line access to NASA procurement information including advance procurement notices, solicitations, financial and contractual status summary information, and procurement regulations. Electronic Posting System (EPS) is NASA's front-end for FedBizOpps (FBO) and Grants.gov which allows users to post pre- and post-award notices and other attached documents. Central Feedback is the NAIS trouble ticketing and metric reporting tool. Global Login provides strong, single-point authentication to all NAIS applications. NAIS Procurement Data Store (NPDS) houses NASA's post award procurement data since the FPDS-NG go live (2004). NASA Procurement Data View (NPDV) is an on-line web-based query with access to NASA's post-award information. Procurement Data Warehouse System (PDWS) is NASA's FPDS-NG data repository which receives nightly feeds from FPDS-NG and provides data to PPDB, NPDV, and ad hoc queries. Procurements Master Data Dictionary (PMDD) is a data management tool for Procurement functional and technical users. Award Fee Evaluation System (AFES) is NASA's front-end for the Federal Past Performance Information Retrieval System (PPIRS). It allows users to complete the NF1680 electronically and provides reporting capability to share the information across Centers. Request For Quote System (RFQS) is a form-based alternative solicitation that allows electronic response from Vendors and allows the buyer to electronically compare bids and create abstracts.
	Procurement Portal	Enterprise Portal framework used at NASA primarily as an information portal to NEACC application users and owners.
Human Capital & Workforce	Agency Labor Distribution System (ALDS)	ALDS provides calculations necessary to post costed payroll data into the Core Financial system.
	ePayroll (Department of Interior (DOI) Federal Personnel and Payroll System (FPPS))	DOI's FPPS provides an online, integrated personnel / payroll system. NASA uses this system for the processing of its personnel and pay-related functions as part of an e-Gov initiative.
	e-Payroll/HR DataMart	DOI FPPS online, integrated personnel/payroll system. NASA uses the system for the processing of its personnel and pay-related functions as part of an e-Gov initiative. HR DataMart is the database portion.
	Human Capital Information Environment (HCIE) Personnel Data Warehouse	Human Capital portal and underlying data warehouse that provides an integrated view of disparate Agency Human Capital systems.
	Historical NASA Personnel and Payroll System (HPPS)	Historical view of NASA Personnel and Payroll System (NPPS) data prior to implementation of ePayroll.

Line of Business	Application	Description
	HCIE Portal	Enterprise Portal framework used at NASA to provide an internally-focused Human Capital Integration Environment.
	Staffing and Recruiting System (StaRS)	StaRS handles resumes for potential civil servants and is used by Human Resources personnel to assess and process position requisitions.
	Web-based Time and Attendance System (WebTADS)	WebTADS provides NASA with the agency's web-based time and attendance and labor collection.
	WebTADS Mobile	Provides NASA the ability to view and enter work time, approve other's time, and check leave balances via a mobile device.
	BW Human Capital & Workforce	Business Analytics platform used for NASA's centralized Enterprise Application data warehouse. Used to transform, house, and query against data from all Lines of Business.
	Cognos Human Capital & Workforce	Business Analytics platform used primarily to deliver analytical dashboards for all Lines of Business.
Identity, Credential and Access Management (ICAM)	Identity Management and Account Exchange (IDMax)	Agency Identity, Credential and Access Management Workflow engine. NASA Account Management System (NAMS) provides workflow for creation, maintenance and closure of account access to agency applications. IDMax Personnel Identify Verification (PIV) provides security workflow for creation, maintenance and disabling Agency identities, as well as workflow for credential management for PIV badges. IDMax User Self Service (USS) enables the process for management of agency email
	NASA Enterprise Directory (NED)	Published directory of NASA identities. Service to support the certificates used for authentication, signing and encryption. 10 million generated numbers that are assigned to replace social security number as an anchor attribute for Agency applications.
	Electronic Authentication (eAuth)	Authentication service for web-based applications.
	Enterprise Physical Access Management System (EPACS)	Service providing temporary credentials and management of all physical access for the Agency.
	Card Management System (CMS)	Application that manages PIV credentials for production, termination, encoding and finalization.
	Batch Management System (BMS)	Application that merges card production requests into a single job that is submitted to a card production service.
	Biometrics Application Server (BAS)	Storage service for identity biometrics.
	Public Key Infrastructure (PKI)	Service to support the certificates used for authentication, signing and encryption.
	Centralized RSA SecurID Token Infrastructure	Service, in development, to support RSA SecurID token management.
	HSM's (network accelerator)	Applications to support MS Certificate application.

Line of Business	Application	Description
	Microsoft Certificate Servers	Certificate services used by Internet Protocol security (IPSec) applications.
	Cognos ICAM	Business Analytics platform used primarily to deliver analytical dashboards for all Lines of Business.
Enterprise Service Bus (ESB)	WebStack	Provides a common platform for delivering user facing applications in the form of Rich Internet Applications (RIA), lightweight desktop applications, standard web content sites, portlets (via the enterprise portal), and mobile devices.
	Enterprise Performance Support System (EPSS)	EPSS InfoPak is an electronic performance support solution. InfoPak authoring tools provide a mechanism to create help documentation in several formats that may then be used in a web environment.
	Enterprise Service Bus (ESB)	Provides integration between systems and exposes consumable services across the enterprise. Utilizes web services and standard service touchpoints allowing enterprise systems to share data, services, and integrated business processes.
	Enterprise Portal	Enterprise Portal framework used at NASA primarily as an information portal to NEACC application users and owners.
	Web Application Tool (WAT)	Tool used to create and manage web-based application packages.
Internal Portal & Collaboration	TBD	
Business Intelligence (BI)	SAP Business Warehouse (BW)	Business Analytics platform used for NASA's centralized Enterprise Application data warehouse. Used to transform, house, and query against data from all Lines of Business.
	SAP Business Warehouse Accelerator (BWA)	BI "Appliance" which integrates both hardware and software with the purpose of increasing the performance of BW queries.
	Cognos	Business Analytics platform used primarily to deliver analytical dashboards for all Lines of Business.

NEACC Support Systems	Description
Citrix	Citrix is a remote access/software publishing application.
Cognos Integrated Version Control (IVC) Tool	Provides integrated, real-time, user-driven method for capturing, maintaining and managing previous versions of Cognos content.
~~NetIQ App Manager~~	~~Provides systems management, including monitoring, reporting & analysis, diagnostics and resolution.~~
Remedy	Remedy is used to record all NEACC Service Requests including Discrepancy (Break/Fix), Master Data, Job Requests, Change Requests, Investigation and Improvement Requests.
Application Point Capacity Management System (APCMS)	APCMS is the tool used to manage all the application maintenance and enhancement work across the NEACC, as well as all the NASA and EAST resources within the NEACC. It contains backlog planning, task tracking, and scrum support functionality.
PBS (Archiving)	Data Archiving removes out-of-date data from the SAP database that the R/3 system does not need online, but can be retrieved on a later date, if required. This data is stored at an offline location.
~~MetaStorm ProVision~~	~~A legacy Enterprise Architecture/Business Process Modeling support tool.~~
HP Load Runner	A performance and load testing product for examining system behavior and performance while generating actual load.
HP Quality Center	Quality Center offers a single, web-based application that supports essential aspects of test management.
HP Quick Test Professional	Supports functional and regression testing.
~~IBM Rational RequisitePro~~	~~Requirements Management tool~~
~~Lotus Notes~~	~~Lotus Notes is used to distribute Daily Service Review (DSR), provide statistics, and maintain SAP transport records.~~
BMC Control-M	BMC Control M for distributed systems is a business integrated scheduling product that focuses on the production environment's business applications and platforms. It provides advanced productions-scheduling capabilities across the enterprise.
SAP Solution Manager	An integrated management tool provided by SAP to facilitate the full lifecycle of operating a distributed SAP systems environment.
Approva/BizRights	A segregation of duties tool for IT Security.
Tripwire VIA	A security and compliance automation suite providing near real-time visability into the security posture and security compliance status of all NEACC managed systems.
~~NetIQ Security Manager~~	~~A legacy security monitoring system used primarily to monitor and log system access and authorization changes for the agency badging application.~~
What's Up Gold	A legacy application and host monitoring system.
Remote Management System	Management systems required to support remote management of servers. Devices are reported separately.
AT Lab	Test environment for ICAM.
~~Knowledge Exchange~~	~~Knowledge Exchange answers the enterprise agility and real-time collaboration.~~
~~SharePoint~~	~~SharePoint 2003 provides a central repository for documents, information and ideas which enables users to work interactively.~~
SAP Print	Print option for a device type defined in the SAP System for a specific printer model.

Secure Print	Provides various options for routing print output to printers and print servers located at customer sites. These options include encrypted print and standard print. Each of these options requires that client sites provide the network address and queue.
Oracle	OS instances that have multiple database instances that span NEACC Lines of Business. The database service areas extend across a number of platforms and operating systems.
MS SQL	MSSQL database services provide database storage in the NDC.
MySQL	MySQL is a relational database management system (RDBMS) that runs as a server providing multi-user access to a number of databases.
~~Knowledge Sharing System (KSS)~~	~~A web-based application for asset management. (In the process of being retired)~~
~~Primavera~~	~~Primavera provides the ability to quickly evaluate the impact of new work requests against existing plans, budgets, and resources.~~
~~Hyperic HQ~~	~~A third party monitoring application that is used to capture historical data (service call counts, consumed memory, response times, etc) for the OpenSource ESB.~~

Factory Service Delivery Support	**Description**
Factory Management Support	Covers PWS 3.1 and 3.2 work that is not specific to a particular Line of Business or Application and is performed under Factory Management PWS 5.1.1, 5.1.2, 5.1.3, 5.1.6 as requested by NASA, such as NEACC SLA maintenance and reporting support.
Quality Assurance	Covers PWS 3.1 and 3.2 work that is not specific to a particular Line of Business and is performed under Factory Management PWS 5.1.4, 5.1.5 as requested by NASA such as activities to maintain NEACC quality assurance standards and testing procedures.
Business Readiness	Covers PWS 3.1 and 3.2 work that is not specific to a particular Line of Business and is performed under Factory Management PWS 5.1.7 as requested by NASA, such as support of the various NASA NEACC customer summits or customer satisfaction surveys.
Application Functional	Covers PWS 3.1 and 3.2 work that is not specific to a particular Line of Business and is performed under Application Functional PWS 5.2 as requested by NASA, such as functional checkout support for maintenance activities originating from efforts external to EAST.
Application Development	Covers PWS 3.1 and 3.2 work that is not specific to a particular Line of Business and is performed under Application Development PWS 5.3 as requested by NASA such as activities to maintain NEACC software development standards and procedures.
Application and Technical Operations Management (ATOM)	Covers PWS 3.1 and 3.2 work that is not specific to a particular Line of Business and is performed under ATOM PWS 5.4 as requested by NASA such as triage, assessment, and remediation of automated application monitoring alarm messages with other NEACC contractors.

Factory Service Delivery Support	Description
Information Assurance	Covers PWS 3.1 and 3.2 work that is not specific to a particular Line of Business and is performed under Information Assurance PWS 5.5 as requested by NASA such as NEACC audit support and the development and implementation of general NEACC security-related policies, procedures, and training.
I3P	Covers PWS 3.1 and 3.2 work that is not specific to a particular Line of Business and is performed under I3P PWS 5.6 as requested by NASA such as the development and maintenance of ACAs with other I3P partners.

ASSOCIATE CONTRACTOR AGREEMENTS

(Associate Contractor Agreements shall be provided by the successful Offeror to the Contracting Officer within 180 days of contract award and shall be incorporated in Attachment **J-23** pursuant to Clause **H.20**)